

THE BULLETIN

JANUARY 8, 1996 ~ 49TH YEAR ~ NUMBER 10

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Focus on primates

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Pay Cuts Are Possible: Sedra

PAY CUTS AND STAFF REDUCTIONS loom as U of T weighs how to cope with its \$56 million provincial cut. An overall strategy and key assumptions supporting it will be presented to Planning & Budget Committee Jan. 16.

"You won't know which programs are being closed, but you will learn about the magnitude of the problem and the process we are putting in place to deal with it," Provost Adel Sedra said in an interview.

At Academic Board Jan. 4 he said the University community can expect further consultation to gather ideas for dealing with the cuts. Discussions began "virtually the day after the budget announcement on Nov. 29" and continued through the holidays.

But Sedra acknowledged the process will not please everyone when some programs close, which is certain. There has been support for the administration's position that quality must be maintained by withdrawing from some fields, rather than cutting across the board, he said. Just the same, "everybody has a different view of what selectivity entails."

Salaries are the University's biggest expense and Sedra reiterated that U of T will talk to employee groups

about wage concessions and job reductions. Such negotiations are not a happy prospect but "we have to find millions of dollars."

In an interview Louise Oliver, president of the U of T Staff Association, said such schemes would have to hinge on employees receiving something — such as job security or a shorter work week — for which they give up. "If the provost says the larger the (pay) cuts, the more people you keep, is that going to be a guarantee? To date we have not succeeded in getting those assurances when they have been asking for something," Oliver said.

The University's shortfall is now estimated at \$42.4 million — \$56 million less new income from higher tuition. The net figure is higher than the \$37.5 million previously reported due to updated assumptions and a decision to put more money into student aid than the government minimum, Sedra said.

More detailed information will follow as deans, principals, chairs and divisional heads make decisions responding to the administration's requirements. Much of the process will be completed before the end of the 1995-96 academic year.

FREE RIDE



DAVID WOHLFARTH

Outdoor sports are a great way for families to exercise together but it's clear who is working out the hardest at the Robert St. rink. This foursome is enjoying part of its holiday break skating at the Aurora Lee playing field rink; during the academic year University of Toronto Schools and physical education students hone their hockey and figure-skating skills here.

CULTURAL STUDIES

TEXT & CONTEXT

The study of literature is increasingly becoming a study of culture
BY ALFRED HOLDEN

THE ECONOMIST OR THE NATIONAL ENQUIRER? Which tells the story of our times most genuinely?

James Joyce, the great early 20th-century novelist, would probably say the *Enquirer* if he were alive today. In his own day he certainly found more inspiration in low culture than high art. "Joyce looked on popular culture as profound," says Professor Garry Leonard of English at Scarborough College, a Joyce enthusiast and scholar. Low-brow sources, with their lack of pretension, clearly commercial aims and wide appeal, may be a more vivid record of how people live and their values than official documents or the works of great thinkers, he suggests.

In a book to be published next year, *The New Improved Testament*, Leonard will make the case that Joyce was a prophet — the Douglas Coupland of his day — who recognized consumerism as "the new religion of the 20th century" and could see the dramatic ways it changed people's lives.

Indeed, by the turn of the century when Joyce turned 18, the Industrial Revolution, railroads and advertising had reshaped western culture into a mobile consumer

society. It was a new and unprecedented reality in the British Isles, dismissed by some as vulgar, ignored by others. But Joyce understood its importance: in his famous *Ulysses*, for instance, he presents a parody of flirtation at the English seaside, largely as it was portrayed in popular

but somewhat trashy magazines of his generation. Dubliner Gertude MacDowell visits the beach, packaging herself as best she can in advertised fashions and perfumes, hoping to find a man.

Like Coupland in his novels, Joyce directly or indirectly mentions products by brand name. Many were advertised in *Forget-Me-Not*, a magazine created to cash in on the popularity of the seaside as a "meet market" for young people. The magazine was filled with romantic fantasies about the beach, written to appeal to working-class women desperate to get married, while offering circumstantial advice on sex and marriage. Its advertisements provided suggestions on clothes and cosmetics.

Leonard, who travelled to the British Library to peruse old copies of *Forget-Me-Not* and similar periodicals,



James Joyce referred to postcards like this one in his fiction.

~ See TEXT: Page 3 ~

Ombudsperson Suggests Changes

RETURN SLOTS FOR LIBRARY books should be modified so people cannot reach in to steal books. Students, faculty and staff need to be warned that e-mail is not a private and confidential way of exchanging messages. And red tape that unwittingly prohibits alumni from seeing some of their student records should be eliminated.

These recommendations are among more than 30 made by Elizabeth Hoffman, U of T's ombudsperson whose official mandate, set by Governing Council, is to try to correct the University's shortfalls, even at the expense of making the occasional embarrassing situation public.

Overall the 1994-95 crop of 609 cases was not so much embarrassing as it was a barometer of how these difficult times are creating anxiety across the University community, Hoffman told Council when she submitted her report late last year. It includes abstracts of complaints, statistical data and recommendations. U of T provides an official written response. The annual report and response are included as a supplement in this issue of *The Bulletin*.

Hoffman said a student dropped in

one day to complain she had returned a book to the U of T Library that apparently was never checked back in by staff. The student suggested the book could have been stolen from the return slot. "We put on our coats and went over and looked," said Hoffman in an interview. It was obvious anyone could just reach in and grab a book. As a result the library will be making changes to improve the security of return slots.

In her report she recommends U of T develop policies on electronic communications — not in response to a specific case but in anticipation of potential problems. For instance it should be made clearer to students, staff and faculty that hackers could break in to anyone's e-mail and read confidential messages.

Hoffman also recounts a case where an alumnus was denied access to a portion of his student academic record. Some divisions throw out certain records two years after a student leaves U of T. However, in cases where divisions hold onto records longer they should be made available if a student wants them, she urged.

~ See CHANGES: Page 5 ~

IN BRIEF



New faces on Governing Council

FOUR NEW GOVERNMENT APPOINTEES HAVE BEEN NAMED TO GOVERNING Council: Wanda Dorosz, Paul Godfrey, Joseph Rotman and John Tory. Dorosz, a lawyer, is president and chief executive officer of Quorum Growth Inc. She has also been a director of several private, public and non-profit organizations, many of them in the high-tech sector, and served as a member of U of T's Innovations Foundation. Godfrey is president and chief executive officer of the Toronto Sun Publishing Corp. Well known in Toronto from years of public service in the governments of North York and Metro Toronto, Godfrey was a key figure in the development of SkyDome. Rotman is president and chief executive officer of Clavest Group Inc. A director of several corporations, he was a member of the University's Dean's Advisory Council. Tory is president and chief executive officer of Multi-Media Inc. and Maclean-Hunter Publishing Ltd. as well as director of many other corporations. In addition to these appointments Council has two new student members. Nancy Watson, a part-time undergraduate Woodsworth College student and past president of the Association of Part-time Undergraduate Students, is pursuing a BA in history and political science. Robert Spencer is currently working towards a PhD in comparative education at the Ontario Institute for Studies in Education. He was a trustee and chair of the Toronto Board of Education and student member of the University-wide committee to reform the U of T Act.

Changing street scene

THERE WILL BE A PUBLIC MEETING TUESDAY, JAN. 16, TO REVIEW THE preliminary streetscape design of St. George St. The street is to be redesigned between College and Bloor Sts. beginning this spring. The project director and architects will be present to discuss the new reduction in road width and the proposed canopy of trees planned for both east and west sides of the street. The meeting will be held in room 121 of Woodsworth College, 119 St. George St., from 5 to 6:30 p.m. For further information on the project contact Judy Matthews, planning department, Simcoe Hall, 978-0357.

Safety coordinator appointed

SGT. LEN PARIS OF THE U OF T POLICE IS THE NEW COMMUNITY SAFETY coordinator on the St. George campus. A member of the campus police for 16 years, he will coordinate education and outreach initiatives to improve personal safety at the University. These include the Walksafe program, conflict de-escalation courses and self-defence seminars. Another of his main tasks, Paris noted, will be to establish a comprehensive emergency preparedness plan for the downtown campus. In his new job he will strive to convey the message to all faculty, staff and students that "it's okay to ask for help" if one is being harassed or threatened. Paris, who wants to hear from anyone with ideas on making the campus safer, can be reached at 978-1485.

U of T names treasurer

STUART BUDDEN HAS BEEN APPOINTED U OF T'S NEW TREASURER, effective Jan. 1. Budden spent the past 13 years as the treasurer at McGill University where he had an outstanding record of investment performance with its endowment fund. Over his 24 years in university administration, he has also had experience in strategic planning and pension funds. Budden, who graduated with a BComm from the University of Montreal in 1971, reports to Robert White, chief financial officer. Budden replaces Bruce Curwood who left U of T to join the investment company Frank Russell Ltd.

Environmental engineering labs open

THE DEPARTMENT OF CIVIL ENGINEERING OPENED ITS NEW ENVIRONMENTAL engineering laboratories Dec. 13. The state-of-the-art teaching and research facilities occupy 800 square metres of former teaching and classroom space on the fourth floor of the Galbraith Building. The facilities include walk-in environmental chambers and custom-designed lab benches. Research will focus on water treatment including wastewater and the decontamination of soils and ground water. "It's really all we could ever want in a laboratory," said Professor Robert Andrews in an interview. The cost of renovations and new equipment was about \$1.5 million. Major donors included the estates of Nora E. Vaughan, Anne Barley Smith, Mathew Barley Smith and Ernest F.E. Barratt and the D.H. Chen Foundation as well as a number of corporations.

AWARDS & HONOURS

Faculty of Education

SISTER TONI SHEEHAN, PROFESSOR EMERITA OF the Faculty of Education, has received a Distinguished Educator Award from the Ontario Institute for Studies in Education for her work as a teacher, administrator, trustee and a scholar of feminist issues. The award honour individuals in every field of educational endeavour in Ontario.

Faculty of Medicine

PROFESSOR DEREK HARWOOD-NASH OF THE Department of Medical Imaging and Hospital for Sick Children has been awarded a doctorate of science in medicine by the University of Cape Town, Cape Town, South Africa. The award is based on merit following a review of lifetime clinical and publication achievements and recognizes Harwood-Nash's work in establishing the sub-field of pediatric neuroradiology at the Hospital for Sick Children.

DR. CLAIRE MURPHY IS THE FIRST FAMILY PHYSICIAN in Canada to receive the R. Samuel McLaughlin Foundation Award. Murphy is a graduate of U of T and of the U of T Family Medicine Residency Training Program based at North York General Hospital. The R. Samuel McLaughlin Foundation Award was established in 1951 to offer Canadian doctors the opportunity

to study for a year or more abroad. Upon completion of the Women's Health Program at Monash University in Melbourne, Australia, Murphy will return to a position at Women's College Hospital and receive an academic appointment in the Department of Family & Community Medicine where she will be responsible for the development of a course in women's health as part of the MHS program.

PROFESSOR GLENN REIGHER OF THE DEPARTMENT OF Psychiatry has been awarded the 1995 Thomas Hale Ham Award for New Investigators for his presentation The Effect of Processing Strategy on Diagnostic Skills in Dermatology. The award is presented by the American Association of Medical Colleges for distinguished and deserving work by an educational researcher.

Ontario Institute for Studies in Education

PROFESSOR DAVID R. OLSON OF APPLIED PSYCHOLOGY and applied cognitive science at the Ontario Institute of Studies in Education has been named winner of the 1995 CEA-Whitworth award by the Canadian Education Association for his outstanding contributions to educational research in Canada. Olson's research focuses on the acquisition of literacy and specifically the cognitive changes that occur in children from preschool to the early school years.

IN MEMORIAM

Uldall Catheter Changed Practice of Nephrology

PROFESSOR ROBERT ULDALL OF the Department of Medicine, whose pioneering contributions to the field of renal hemodialysis influenced medical practice around the world, died June 23. He was 60 years old.

Born in India, where his British father worked for the state railway system, Uldall attended primary school there. When he was 11 years old his family moved back to England where he completed his secondary education and went on to graduate with a bachelor of medicine from the University of Durham in 1958. After training in internal medicine in London he served with the British Army from 1962 to 1964, acting as director of internal medicine and tropical disease at the military hospital in Singapore. He returned to England and began training in nephrology and in 1966 received his MD with distinction from the University of Newcastle-upon-Tyne. Following post-graduate



training in internal medicine and nephrology, he settled in Newcastle where he taught and handled a busy private practice.

In 1975 Uldall came to Canada to assume the post of director of hemodialysis at Toronto Western Hospital and to teach at U of T. In 1992 he became director of the nephrology division at Wellesley Hospital.

While Uldall's contributions to

his field were many, his most important one is believed to be the Uldall Catheter, which allows for temporary and permanent vascular access for patients requiring hemodialysis. This invention is used throughout the world and has changed the practice of nephrology.

At the time of his death Uldall was developing a new modality of hemodialysis for the establishment of home dialysis programs. "The potential impact of this advance on patient care and quality of life and on the cost of health care delivery is so great that he had recently received a grant of \$750,000 from the Ministry of Health to support his program," said Professor Elmer Phillipson, chair of the Department of Medicine.

"Uldall will long be remembered for his contributions to academic medicine both at U of T beyond," Phillipson said. "His death leaves a void that will be difficult to fill, and a deep sense of loss among his colleagues and friends."

FACT IS...

The Chronicle of Higher Education reports that Canada sends the sixth highest number of students to US colleges and universities, while Canada is the 23rd most popular destination for Americans studying outside their country.

More than half of the students in the School of Continuing Studies are affiliated with U of T — as relatives of alumni or current students or as faculty and staff.

UNIVERSITY - OF - TORONTO

THE BULLETIN

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THE Bulletin is printed on recycled paper. Material may be reprinted in whole or

in part with appropriate credit to *The Bulletin*, published every two weeks by the Department of Public Affairs, 21 King's College Circle, 2nd floor, University of Toronto, Toronto, MSS 1A1.

EDITORIAL ENQUIRIES: 978-4981 • DISTRIBUTION ENQUIRIES: 978-2106 • ADVERTISING ENQUIRIES: 978-2106 • Display advertising space must be reserved two weeks before publication date. FAX: 978-7430.

Literary History Project Receives Major Grant

BY SUZANNE SOTO

TWO PROMINENT SCHOLARS AT U of T have been awarded nearly \$1 million from the Social Sciences & Humanities Research Council to rewrite the literary histories of two major world cultures.

Professors Mario Valdés of the Department of Spanish & Portuguese and Linda Hutcheon of the Department of English — members of the Centre for Comparative Literature — are the recipients of the major research grant from the council. They will receive \$892,000 to fund their five-year project, Rethinking Literary History Comparatively, with the hope of producing a multi-volume, comparative literary history of Latin America and central and eastern Europe. U of T will contribute \$167,000 to the project, to be housed at 21 Sussex Court in space donated by the Departments of Spanish & Portuguese and Slavic Studies.

"Professor Hutcheon and I are both very pleased that our project has been funded," Valdés said. "We believe this work will make the University of Toronto and Toronto itself a research centre of literary history that will be recognized everywhere."

The chronicling of literary history

has traditionally been carried out by people sharing geographical boundaries, languages or beliefs with the writers. Valdés, Hutcheon, a team of Canadian graduate students and more than 200 international collaborators plan to expand this concept. They will examine the literature of Latin America and central and eastern Europe from a variety of perspectives — geographical, anthropological, economic, political and cultural — and its impact on world literature.

Valdés and Hutcheon hope to broaden the notion of "literature" by studying facts and fiction as well as the oral and written, vernacular and canonical. The project will also examine the effect that more recent developments, such as the evolution of feminist thinking, information technology, multimedia and the movement of people across national boundaries, have had on world literature.

Professor Heather Munroe-Blum, vice-president (research and international relations), said she is delighted that SSHRC has made such a significant investment in the humanities. "This project will bring together researchers from a wide variety of individual disciplines within the University and from across many sister institutions internationally."



JEWEL RANDOLPH

MODEL UNIVERSITY

A MODEL UNIVERSITY IS ABOUT 111-foot square.

At least those are the measurements of the model U of T — the Osbourne model — a spectacular scale replica of the St. George campus that was created in the 1960s.

Dusted off, brought up to date and restored after almost 30 years in storage, it was put on permanent display in the foyer of Simcoe Hall this fall. Besides serving as a point of pride for students, staff and faculty,

the model will be used as a planning tool to help architects of future projects gauge how their proposals fit in, said staff architect Elizabeth Sisman.

The model is a detailed, landscaped miniature version of the campus with every building in its proper place. It was created in 1965 with \$30,000 donated by Isobel Osbourne, in memory of her late husband William Osbourne, who served on the Board of Governors.

But the current display in Simcoe Hall may be the model's premiere: there is no record of it having been displayed publicly at U of T or anywhere else.

It was coated with dirt and dust when rediscovered in the attic of the Borden building in 1993, said Sisman. But a team from the School of Architecture & Landscape Architecture fixed it up and inserted buildings that have sprouted at U of T since the 1960s.

TEXT AND CONTEXT

Continued from Page 1

is amazed at the parallels between their content and Joyce's parodies in *Ulysses*. Joyce predicted the incredible importance of advertising before anyone else was seeing it as so important."

His novels also reflect the changes in social attitudes that accompanied the upsurge in consumerism — for example, the relaxing of mores, sexual and otherwise. Free love was not yet a glimmer on the horizon and *Forget-Me-Not*, trashy though it was, "counselled against having sex," Leonard says. Yet its images showed constraints gradually loosening. Advertised bathing suits, modest by our standards, were still more revealing than city clothes and there were (gasp!) pictures of women straddling bicycles. Shopping, an activity where respectable women could go downtown alone, paved the way for them to be seen alone in other places.

In *Ulysses*, protagonist Leopold Bloom keeps erotic postcards in a drawer. In fact, picture postcards of girls in suggestive poses were printed by the millions, a graphic example of relaxing Victorian standards. The cards showed soft-skinned nymphs next to the surf, in the laps of men on beach chairs or getting acquainted in the sand, accompanied by coyish captions such as "I'm just charmed with the place." Says Leonard: "The message was that at the beach you can get away with what you can't in the city."

Merely coy and suggestive the postcards were tolerated. However, the ideas that people might actually engage

in such behaviour and that society as a whole was becoming more permissive were not. In *Ulysses*, the beach led to something more explicit — the book was banned as pornography in England and the US until the 1930s.

Understanding and learning from literature as a barometer of the times seems obvious. Leonard, however, says that fiction and poetry have generally been considered art that should be studied in isolation from culture. Not so long ago "you could pass out a poem by Eliot and that was it — you didn't have to know much about what was going on around Eliot or what was happening at the time in England or elsewhere."

By examining the broader context surrounding literature, fresh interpretations of history are emerging, he says. For scholars in many different fields, fiction "is a great place to go because you have people like Joyce who are embedding all the tensions of their time, unmediated, into the literary work." It is possible, Leonard says, that the official truth — the varnished history of documents and their chronology of political outcomes — "becomes fiction ... and fiction becomes the truth."

The Department of English offers a minor in cultural studies at Scarborough and has just launched a new course, What is culture? that takes a panoramic view. "You can get glimpses of how history is constructed that documents don't yield," says Leonard. "Call it unofficial, unhistoricized, contemporaneous material. It is fascinating and it is changing the study of literature, which is becoming more and more a study of culture."

Howarth New Dean of Information Studies

PROFESSOR LYNNE HOWARTH, formerly a consultant in information systems design and administration, has been appointed dean of the Faculty of Information Studies.

The appointment was approved by Academic Board in December. Professor Howarth, who has been acting dean since July, will serve a seven-year term. She succeeds Professor Adele Fasick.

information studies program.

One of Howarth's goals is to build partnerships with other parts of the University. Information studies faculty have interdisciplinary research and teaching interests ranging from national information policy regarding Internet access to services of consumer health information and archival record keeping. "There are numerous areas for FIS faculty and graduate students to engage in collaborative work with other faculties and departments on campus," she said.

Other commitments are to strengthen ties with colleagues and alumni in information services, build on the network of connections with the archival community and expand relationships with the corporate sector. Howarth, who founded Howarth Informatics in 1985, has extensive private sector experience consulting for clients such as Northern Telecom, Suncor Inc. and Glaxo Canada.

Major areas of research and publication are in bibliographic control with an interest in descriptive cataloguing and computerization of bibliographic records.

Howarth received her BA from McMaster University in 1975, her master of library science in 1978 and PhD in library and information science in 1990 from U of T. She joined the University faculty in 1990. She has worked for North York Public Libraries as cataloguing manager, systems librarian and information network officer in public services.



Lynne Howarth

"It's a challenging time for assuming the position as dean," said Howarth, who also has a background in library and information management theory and practice. "The challenge is to ensure the growth and continued vibrancy of the program and its ability to be innovative and cutting-edge as demanded for work in the information professions in a time of budget cuts and declining resources." This, she noted, is also the first year of U of T's new master of

Voice-Mail Upgrade Means More Users

FRAN VALLEE SAYS HELLO. SHE'S the new voice prompt guiding St. George campus telephone users, thanks to a major voice-mail upgrade that — knock on wood — was completed this weekend.

Voice-messaging administrator Denise Woodroffe says Vallee, a Canadian, is replacing Marsha Graham, an American from California where Octel, U of T's voice-mail

provider, is based. The upgrade was to have been completed in December but was delayed due to technical glitches.

The objective is to make the downtown campus system more versatile. The old service was at capacity with 2,600 users and sometimes people received busy signals when trying to retrieve messages. Or callers were not transferred to voice mail when they dialed a line that was

busy or that no one answered. Limitations in software and computers caused the problems, Woodroffe said. A backlog of 300 requests for voice-mail mailboxes will now be filled.

Information about the new features is being sent to voice-mail subscribers by campus mail. The St. George voice mail system also has an enquiry line at 978-1723.

Hart House Activities

Special Events

Gallery Grill is open for Breakfast (8-11 a.m.), Lunch (11:30 a.m.-3 p.m.) and Afternoon Tea (3-5 p.m.). Students and alumni are welcome. For more information, call 978-2445.

Drama Club - First Annual One-Act Playwriting Competition. Competition is open to all U of T students, faculty, staff and their members. Submission deadline is January 31, 1996.

For more information, contact 978-5362.

Graduate Dinner Series - Wednesday, January 17th at 6 p.m. with guest speaker Howard Engel (Novelist) - "Caribbean Mysteries". For tickets contact 978-2447.

Hart House Review - The Hart Review welcomes submissions of original poetry, prose, short fiction, artwork and photography for its 1996/97 issue. Submit manuscripts with completed information sheet to the Hart Porter's Desk by Friday, January 19th. For more information, call 978-5362.

Sunday Serenades - Paul Brodie, saxophonist performs on January 21st at 3 p.m. in the Great Hall.

Writrels - Literary Pub on Wednesday, January 17th at 7:30 p.m. in the Arbor Room.

Licensed and on Approval. An evening of dramatized readings. Call 978-5362 for more information.

Art

Justina M. Barwick Gallery - Frederick Coates: Portrait as an Artist/Designer. Special tour of the exhibit with the Curator on Tuesday, January 16th at 7 p.m. Call 978-8396 to reserve.

Crafts - Create a Medieval Style Book with instructor Reg Beatty on Thursday, January 18th & 25th from 7-9:30 p.m. Pre-register at the Hart Porter's Desk. 978-2452.

Music

[For more information, contact 978-5362]

From the Hart - Charlie Sohmer performs folk & blues on Thursday, January 18th at 8:30 p.m. in the Arbor Room. Licensed. No Cover.

Jazz at Oscar's - The Steve Lucas Quintet performs on Friday, January 12th; Keller/Michael performs on Friday, January 19th - 8:30 p.m. in the Arbor Room.

Clubs

Book Club - Monthly Meeting for new members on Wednesday, January 10th at 6:30 p.m. in the Music Room. For more information, contact 978-2447.

Rifle Club - Safety Courses for new members on Wednesday, January 10th and Monday, January 15th at 4 p.m. & at 5 p.m. in the Music Room. For more information, contact 978-2446.

Toga Club - Winter classes for Beginner and Intermediate Yoga start the first week of January and run until mid-April. Sign-up at the Hart Porter's Desk. 978-2452.

Athletics

[For building hours and pool hours, contact 978-2447]

Hart House Farm - Winter Camps for all Students, January 27th. Advance ticket sales are \$18 and \$15 for students. Thursday, Jan 25th, 2nd class entry \$26, tickets are \$23 with \$20 wheelchair. Please call the Hart Porter's Desk at 978-2452 for more information.

Join us for a **Free Triathlon Workshop** on Thursday, January 11, 1996 from 5-7 p.m. to prepare for the Hart House Indoor Triathlon to be held on February 3rd. For more information, call the Membership Services Office at 978-2447.

Class Registration - Registration for Athletics classes begins Tuesday, January 9, 1996 at 9 a.m. in the Membership Services Office, 978-2447.

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HART HOUSE
UNIVERSITY OF TORONTO

New Moves for Physically Inert

TOO MUCH TURKEY AND TOO little physical activity during your vacation? Stressed out and with looming deadlines at work and unsure how to cope?

January is the perfect time for a new approach to the post-holiday blues and the Department of Athletics & Recreation has just the answer. **Fun & Fundamentals**, a course targeted to those in their 40s and 50s who are physical activity neophytes not interested in high-energy fitness programs, is starting later this month.

The 45-minute drop-in classes will be moderately active, informative, non-threatening and provide a social break, promises Professor Elizabeth Thorsen of the School of Physical & Health Education. "I'm inviting people to put some fun in the middle of their day. My mission in life is to get people involved."

The emphasis is on basic movement and body awareness, discussions and demonstrations of the components of physical fitness (flexibility, strength, endurance), stress-reduction techniques and question-and-answer sessions. "This is not a high-impact, cardio workout," Thorsen said. "We'll be moving to music, identifying the range of motion for different parts of the body and for different age groups, lots of stretching, muscle relaxation exercises and focusing on breathing. It's an opportunity for participants to identify those activities best for them."

She is also hoping the program

will be a pilot project for a research study. Thorsen is interested specifically in the physical activity needs of mid-age females. "There are lots of research programs and activities for young professionals in the workforce and for those over 65 but not a lot for those in their 40s and 50s." Although the focus of the study has not been finalized, it will relate physical activity to other aspects of health including its role in stress reduction. The

study will also examine barriers to participation. "I want to find out what keeps people from getting involved. I want to know how to tap into physical inertia."

The classes start Monday, Jan. 22. Two information sessions will be held Jan. 10 at 5 p.m. and Jan. 15 at noon in the Athletic Centre. For more information call Susan Lee, fitness and health education supervisor, at 978-5655.

Invest in U of T

THE DEPARTMENT OF ALUMNI & Development and a Toronto mutual fund company, The Affinity Group Inc., have joined forces to offer a new financial service to staff, faculty and U of T alumni who reside in Ontario.

Under the partnership — the first of its kind in Canada — U of T-affiliated investors can purchase top-performing mutual funds without having to pay a customary "load" or commission fee. And for every person who invests through the program, Affinity will make financial contributions to educational and alumni programs and services at the University.

"Most investment and mutual fund dealers charge sales commissions when you buy or sell mutual fund units," explained Carol Crux, manager of U of T's Affinity Services. "Through our partnership with Affinity, we have eliminated these

commissions which means that investing through this program lets all your money work for you immediately." The revenue-sharing portion of the agreement ensures that the University has a long-term source of revenue for scholarship programs and events such as Spring Reunion.

For an initial one-time set-up fee of \$45, investors can choose from more than 100 mutual funds managed by five leading Canadian mutual fund managers represented by Affinity.

Last fall a departmental advisory committee selected The Affinity Group Inc. to offer the program. The company has a mandate to help fund post-secondary education by providing quality investments to the alumni and friends of Canada's universities and colleges. Its board of directors includes Patricia Adams, executive director of external relations for the Council of Ontario Universities.

RRSPs

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Shade Trees Curb Global Warming

BY ALFRED HOLDEN

GLOBAL WARMING IS ACCELERATING because of urban "heat islands" — sprawling cities where lack of tree cover is causing temperatures to rise considerably, a American forester told a University conference Nov. 30.

Paradoxically the problem is getting worse as people scramble to cool off with air conditioning — also a contributor to global warming, said Gary Moll, vice-president of the Washington-based environmental organization American Forests.

In one case study of Atlanta, Georgia, "the red centre was six to nine degrees [Fahrenheit] hotter in 1975 and nine to 12 degrees hotter in 1986," Moll said. Since then the hot areas — centred on Atlanta's airport and downtown — have expanded. "And when heat goes up, pollution rates go up 90 percent. It's like a Bunse burner that's mixing up chemicals in the air."

Moll was one of more than 60 speakers who delivered papers to the Faculty of Forestry's Conservation of Northern Forests conference Nov. 27-Dec. 1, a major campus event that brought together the sometimes conflicting views of forest companies, ecologists, planners and others interested in forestry.

City trees are beneficial because of the cooling effect of evapotranspiration in their leaves and the complex ways they mitigate pollution, Moll said. He estimated that by restoring high tree "canopies" over streets and parking lots, whose paved surfaces contribute to higher temperatures, the United States alone could save as much as \$4 billion in energy use each summer.

Professor Andrew Kenney, founding director of the faculty's new Urban Forests Centre, said that despite widespread public concern about issues like these, cash-strapped municipalities see trees more as a cost than a benefit. They buy the cheapest saplings for streets and parks and some [municipalities] spend less than 50 cents a year [per capita] on tree maintenance," he said. "That's less than a cup of coffee."

A perennial challenge facing foresters who want to create urban tree "canopies" — streets and parks where the crowns of trees meet to form a green roof high overhead — is that not enough large species thrive under difficult urban growing conditions, Kenney said.

Municipalities are now reluctant to plant whole streets or neighbourhoods with a single or just several species. Kenney believes they fear the cost of cutting down should some unforeseen disease destroy them, as did Dutch elm disease, which killed millions of city trees in eastern North America.

That concern seems to have turned into a paranoia that is contributing to decisions to plant tiny trees or none at all, added forestry geneticist Professor Martin Hubbes.

Ironically the elm was one of the most pollution-resistant, fast-growing and long-lived trees in cities, Hubbes said. He thinks the accidentally imported fungus that destroys elms can be genetically weakened. In western Canada, where Dutch elm disease is only now getting a foothold, winters are so harsh that no large shade trees other than elms survive, he noted. If Winnipeg, Regina, Saskatoon and Calgary lose their elms, "they'll have no trees," he said.

Changes Suggested

Continued from Page 1

Hard times have affected the willingness of people to follow through with their complaints, she said. At a time when jobs and programs may be facing cuts, "a number of individuals who have come to us this year have felt intimidated by the risk of incurring the displeasure of those who allot grades or control access to jobs or highly desired programs of study," her report states.

In its response the administration said it will add an extra provision to existing grievance procedures. But those grievance protocols, negotiated with the U of T Staff Association, already provide significant protection for employees, Professor Michael Finlayson, vice-president (administration and human resources), said in an interview.

"I'm not wanting to suggest the University is utopia in all ways and I understand people will always feel intimidated by the power imbalance. But there is a grievance procedure. We get a fair number of grievances and it seems to work."

Some graduate students complained about what Hoffman called

"virtual abandonment" by their supervisors. Such cases, she said, arise from time to time as a result of sabbaticals, personal differences and retirements and need to be dealt with more effectively. The administration has promised supervision will be discussed by the School of Graduate Studies.

Her office also handled complaints about the fairness of comprehensive exams — major tests assessing overall competency that students must pass to graduate. Concerns about unclear evaluation methods, bias, application procedures and other matters have been referred to an ad hoc task force chaired by Professor Heather Jackson, associate dean (humanities), in the graduate school.

Office ergonomics was another area of concern. "Staff are reporting that while budget money is being found to purchase new computer equipment, funds are not there when they request special computer desks or chairs," her report states. The administration says it offers courses on office ergonomics through the Office of Environmental Health & Safety and encourages divisions to purchase the proper equipment.

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LETTERS



PC GOALS NOT BEST

By all means choose "quality, selectivity" but be careful to select for teaching and research rather than the various goals of the administration and the politically correct (Quality, Selectivity In, Across-the-Board Cuts Out, Dec. 18). In previous cycles of growth or cuts, the University administration continually expanded, usually at the expense of teaching. Self-serving administrators were able to build empires simply because they controlled the fiscal decision-making process.

When I began as an assistant professor in 1960 after industrial experience, I was surprised and happy with my freedom to teach and do research. The president had some powers but they were rather limited and had little effect on a professor. The important decisions were made at Faculty Council directly, not by decanal committees. Most decisions were made between students and professor. Since then there has been a massive empowerment of the president and his increasing array of officers.

This changing atmosphere remains a major topic of conversation. Many professors have commented publicly on this trend and made predictions as to when the University's administrators would outnumber its teaching staff.

It is high time to reverse this trend. Part of the problem, whatever its origin, is located in the Ministry of Education & Training itself. Its demands and rules often require major efforts for little value — these should be reduced. We should ask about the details of our administration and its costs. We should consider which jobs could be returned to the professoriate, eliminated or condensed. Professor Furdy's suggestion to replace the equity officers with a human rights officer could be a small step in that direction.

valuable asset. Just as our students represent the hopes and aspirations of our country, our bright, young faculty members represent the University's future. We cannot afford to lose them to wealthier universities in Canada or the US. Although it seems likely that our budgetary requirements will include some level of salary reduction, I would like to propose a system of compensation that would prevent erosion of the incomes of our best young colleagues. This can be achieved if we improve the first and most important component of annual salary adjustments: the merit or progress-through-the-ranks (PTR) awards.

President Robert Prichard has recently expressed support for the PTR component of compensation, a component based exclusively on merit that rewards excellence in research and teaching. This method of compensation, introduced in 1973, was re-evaluated in 1993 and its principles strongly reaffirmed by a review committee. The revised principles include minimum standards of acceptable performance for each division and provisions of zero merit awards for individuals not meeting these levels. Within this scheme, we have the means to reward differentially our outstanding colleagues. If only those who exceed minimum standards of performance receive PTR, then larger awards could be given to fewer individuals. Because of our salary structure, it is the complement of young, outstanding faculty that would benefit the most.

The University could therefore meet both its budgetary cuts with general salary reductions and protect its most valuable asset — young, excellent faculty. Salary reductions could be of sufficient magnitude to deal with the budget shortfall but a strong merit scheme could still be retained. This method would diminish the financial damage to all outstanding individuals, but especially to excellent junior faculty whose salary loss could be replaced by a high merit award.

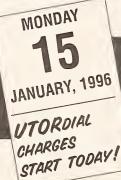
The application of a vigorous merit scheme as a direct reward for outstanding performance will send a clear message that we value excellence above all else and that U of T is still one of the best places for academic pursuits.

ROBERT REISZ
DEPARTMENT OF ZOOLOGY

LETTERS DEADLINES

JANUARY 12 FOR JANUARY 22
JANUARY 26 FOR FEBRUARY 5

Letters should be submitted on a computer disk in WordPerfect or plain text format, or on paper, typed and double spaced. They can also be sent by e-mail to karinad@dur.utoronto.ca.



UTORDIAL SERVICE CHARGES BEGIN JANUARY 15, 1996

On September 25th, 1995, the Information Commons, the University of Toronto Library, and University of Toronto Computing launched two new services: the campus-wide e-mail service, UTORmail, and the general dial-in Internet access service, UTORDial. Since that date over 5,600 UTORDial accounts have been created and over 9,100 UTORmail mailboxes have been activated.

When a UTORDial account is created, it is initialized with one free "token". Each token represents 20 hours of dial-in Internet or e-mail access and costs \$11. During the "introductory period" the UTORDial service was free. Effective January 15, 1996, student accounts on the UTORDial service will begin to be decremented. This means that starting January 15, the first 20 hours of UTORDial access are free. For more hours students will have to purchase additional tokens. The following is an excerpt from the *UTORDial and PACX95 Services* document that was distributed in the software "starter packages":

Charges for Use—UTORDial

When you connect to UTORDial, you are charged for the duration of your connection. Connect time is sold in blocks of 20 hours, called "tokens". Each token costs \$11 (\$0.55 per hour). When you activate a UTORDial

account, your first 20 hours are free. You can buy additional tokens at the check-out desks of the Robarts, Sigmarund Samuel, and Engineering Libraries; and at the Robarts Cashier's Office.

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Purchases can be made with cash, MasterCard, VISA, or Interac Direct Payment bank card.

You can check your UTORDial account balance (from any Library terminal without charge) by connecting to <http://www.dialin.utoronto.ca>.

If you have any questions about purchasing tokens you can call the Library's First Stop phone service at 978-8450.



INFORMATION COMMONS

SNOWSTORM INFORMATION LINE

Want to know if classes are cancelled? Want to know if the University is closed?

For St. George Campus call:
(416) 978-SNOW (7669)

For Erindale Campus
call Erindale Snow Hotline:
(905) 828-5399 and press 1

For Scarborough Campus
call Scarborough Snow Hotline:
(416) 287-7080

A decision to cancel classes or to close the University will only be taken under the most severe weather conditions.



REPORT OF THE UNIVERSITY OMBUDSPERSON TO THE GOVERNING COUNCIL

FOR THE PERIOD OF JULY 1, 1994 TO JUNE 30, 1995

Report of the University Ombudsperson to the Governing Council

For the period July 1, 1994 to June 30, 1995

I. INTRODUCTION

This annual report covers the period from July 1, 1994 to June 30, 1995. The report provides a brief statistical summary of the caseload for the year, updates action taken on items discussed in previous annual reports, and presents specific cases and issues from this year that warrant attention or comment.

It is appropriate to point out, especially to people outside the University who might read this report, that the University of Toronto is one of only a few post-secondary educational institutions in Canada that have an Ombudsperson. By providing an office such as this the University accepts responsibility for its errors and weaknesses and demonstrates an ongoing commitment to improving its practices and policies. The Office of the Ombudsperson at the University of Toronto is funded by the University and reports directly to the Governing Council. We are beholden to no one group, constituency or vested interest and are available to all University community members. We impartially assess complaints and grievances, criticizing policies and procedures where warranted. Because we offer complete confidentiality and are accessible to all members of the University community, the Office is in a good position to give warning of potential problems that otherwise might not be apparent and to see patterns of problems that might be developing across various divisions.

The Terms of Reference of the Office of the Ombudsperson (Appendix "A") require that the office "make an annual report to the University community through the Governing Council." This mandate is evidence of the University's resolve to correct shortfalls in policies and procedures, even at the expense of making the occasional embarrassing situation public. In recent years the Governing Council has directed the Administration to provide a formal response to the annual report of the Ombudsperson, thus promoting openness in dealing with difficulties and taking a collective responsibility for their solution.

II. OFFICE OPERATIONS

1. STAFF

The staff complement of the Office of the Ombudsperson was dropped from 3.0 to 2.6 full-time equivalents as of September 1994. Sherylyn Biasan has been the Office's secretary for the past four years. Joanna Blanas joined the Office in September 1994 as Assistant to the University Ombudsperson but has recently left the Office. Irene Birell has been assisting us since the end of June 1995.

2. FUNDING

Like the rest of the University, our annual budget has been reduced. To meet this reduction, the position of Assistant to the Ombudsperson was reduced from full-time to part-time (60 percent). In addition, we have withdrawn nearly all paid advertising of the Office from University newspapers. The reduction in staff can affect the time it takes for individuals to get an initial appointment and for case resolution. In addition, we are no longer able to track those cases in which we act only as an information source. This is regrettable because it reduces our ability to monitor the effectiveness of existing policies and procedures.

3. ANNUAL CASELOAD

The Office of the Ombudsperson handled 609 cases from July 1, 1994 to June 30, 1995. The distribution of the caseload across constituency groups of the University community is shown in Appendix "B" in Table 1. Analysis of the workload by action taken is presented in Table 2. Table 3 illustrates the number of cases received annually since the Office opened in 1975.

As we have mentioned in previous annual reports, in any given year the statistical format does not give a full indication of the nature and scope of the Office's activities. The statistics deal only with overall numbers of cases. They neither indicate the relative complexity of cases nor the time and effort required to conclude them. The resolution of a complaint or grievance may come about quickly and easily while an "information" case may take a larger amount of time if the issues involved are complicated or if the person seeking assistance needs help in working through a policy or procedure. Global numbers are not, therefore, all that helpful in assessing workload.

The sum totals do allow us to illustrate caseload fluctuation from year to year and are provided in Table 3. This is the second year that our caseload has decreased. The reasons for this are not clear. It may be that our decision to drastically reduce advertising, in order to meet our budget cut, has meant that fewer members of the University community are aware of the Office's existence. It may

also reflect fluctuations in the Office's staffing. Throughout the past year different members of staff have been on leave for varying periods of time. During these periods we frequently routed incoming calls to an answering machine. We know that many people who seek the assistance of the Ombudsperson's Office are very concerned about confidentiality and would not feel comfortable leaving a message on a machine. Some who did not wish to leave a message might not have followed up with a subsequent call. On the other hand, the decline in the total number of cases may merely reflect a random fluctuation.

III. ISSUES AND RECOMMENDATIONS

Following is the summary of issues and recommendations for this year. Some are new. Some are updates from last year. They are not in any particular order, but we have tried to group together those issues which have a similar focus. As always, not every issue fits neatly into a category. Some areas of discussion overlap two or more categories. Others stand completely on their own.

The following six items raise issues of timing or timelines.

1. DIVISIONAL APPEALS COMMITTEES

Students complain to us about the length of time it takes for them to get a decision on a petition or an appeal. A number of divisional appeals and petitions committees, particularly at the first level of petition or appeal, meet only when they have sufficient cases to warrant scheduling a meeting. It is the view of this Office that these committees should meet very regularly, on a 12-month basis, even if that means a meeting must be held for only one case. During the summer months it might prove necessary to appoint alternate committee members to cover summer vacations. Students often need a decision quickly. For example, they may have received conditional admission to a program or be on a scholarship that requires a particular level of standing. In the case of students petitioning or appealing during the summer, they may be barred from winter session registration. If they are turned down at a first-level petition they do have the right to pursue the matter at succeeding levels. All of these processes take time to complete. An inordinate delay at any level may make the eventual outcome moot if a student has lost several months to a multi-tiered appeals process. Students are required to file petitions and appeals in a timely manner. The University should return the courtesy by responding in a timely fashion.

2. DESTRUCTION OF RECORDS AND FILES

In previous annual reports, we have recommended that the University develop policies to clarify the minimum length of time for the retention of records pertaining to the activities and deliberations of academic search committees. The issue arose when an individual brought a complaint to our Office concerning the outcome of an advertised competition. Neither the complainant nor this Office could follow up on the matter because all records of the selection committee had been destroyed.

The Provost's Office agrees that guidelines are needed in this area. During this past year, they asked the Chair of the Presidential Advisory Committee on Archives and Records Management (PACARM) to instruct PACARM to look at and provide advice on the retention and disposal of records pertaining to search, tenure and promotion committees. We understand that PACARM is working on this issue and await the outcome of its deliberations.

3. JOB RECLASSIFICATION

A number of complaints have been received again this year regarding the amount of time it takes the Department of Human Resources to respond to requests for job reclassification. We know of instances in which staff have been waiting several months for a response. This is not acceptable. It is true that staff seeking reclassification receive their salary increases retroactively if the job is reclassified, but money is not the only factor. A staff member waiting for reclassification may have decided not to pursue job postings at a new level. If the reclassification request is turned down he or she may have lost an opportunity to compete for a higher position elsewhere. Given the numerous cutbacks throughout the University, many staff have been forced to accept changes to their responsibilities. They are entitled to a timely assessment of their new responsibilities.

In discussion of these concerns, the Department of Human Resources noted that their workload has increased and that other issues, such as hiring and grievances, have to take precedence. In addition, they have acknowledged that the job classification system needs to be updated; that there are no performance indicators

in place for turnaround of reclassifications; and that no statistics have been collected to track how long it is taking to do reclassifications. Decentralization of human resources staff creates an added obstacle to the collection of statistics.

We recommend that, in the coming year, human resources staff receive an indication of what is an acceptable turnaround time for processing job reclassifications. In addition, we recommend that all human resources staff doing job reclassifications record when a reclassification request is received by them and when it is returned to the department. This data can then be collected centrally and analyzed to determine actual performance and whether further improvement is required.

4. TUITION FEE REFUND SCHEDULE

Last year's report raised two issues with respect to the tuition fee refund schedule: the fairness of the grace period and criteria for special adjustments. Following is an update on these two issues and a new matter.

(a) Length of Grace Period

Authority with respect to the Tuition Fee Refund Schedule was delegated many years ago to the Administration by the Business Affairs Committee of the Governing Council. The Tuition Fee Refund Schedule has been seen by many students to be unfair. They argued that it did not provide enough time, without financial penalty, for students to become aware of course material and instructors' requirements. The issue was raised at the Business Board last year, and, in the end, the Business Board's terms of reference were amended by the Governing Council to include authority over tuition fee refund policy. The Provost struck a committee to review the current policy in the light of experience during the past two years and to recommend a policy for the future. The review committee submitted an interim report in June of 1995 in which it proposed an amended refund schedule for 1995-96. The proposed amended schedule has been implemented. In addition, the committee suggested that, in future, major changes to the refund schedule be submitted for approval along with the fee schedule. We understand that a proposal to this effect will be submitted to the Business Board in the Fall.

(b) Criteria for Special Consideration

We pointed out last year that, if students were to be given special consideration with respect to fee refunds, students and registrarial staff needed to know what the criteria for such consideration were. The Office has been informed by the Vice-Provost and Assistant Vice-President (Planning and Budget) that students may apply for relief from the fee refund schedule in the case of an administrative error or if they are counseled to withdraw by the University. Students who have to withdraw from courses after the fee refund deadlines because of circumstances they could not have foreseen (illness, or some traumatic event), although they do not meet the criteria for a fee refund, may be granted a special bursary at such time as they re-enroll in the courses concerned. The University thus recognizes the financial hardship some students face when they are forced to withdraw because of unforeseen personal difficulties. However, we recommend that, in some cases, special consideration for compassionate grounds be addressed in the same way as requests for special consideration on the grounds of administrative error or advice to withdraw. There may be any number of good reasons why a student would not re-take the same courses or, for that matter, return to the University at all.

(c) Fee Deferrals

One new matter has arisen this year with respect to the fee refund schedule. Often, students who are waiting to receive their OSAP loans are allowed to register and have their fees deferred until their OSAP entitlement is received. An issue arose this year in the case of a student who had registered for a summer course and had her fees deferred. She did not receive her OSAP money until very late in the summer because of some problems with the OSAP process. She had changed her mind early in the summer session about taking the course but did not formally withdraw until the last day to do so without academic penalty. (She had not withdrawn her OSAP application because she had hoped to be able to apply it to a field course offered in late August.) When she finally withdrew from the original course, she discovered that she was liable for the full fee, even though she had never attended the class. Had she understood that deferral of fees was tantamount to payment of fees and invoked the fee refund schedule, she would have submitted a withdrawal form as soon as she made the decision not to take the course.

The key point is that fee charges are established at the moment of registration. With respect to the fee refund schedule, the University treats deferred fees as if the fees have, in fact, been paid. We do not disagree with this understanding, but it could be made more clear

to students. The fact that fee charges are established at the point of registration is noted in the fees brochure but is not in the divisional calendar. None of the documents given to students regarding fees contains an explicit statement about the connection between fee deferral and the invocation of the tuition fee refund schedule. We recommend that such a clarification be added to the fees brochure and the tuition fee deferral form. In addition, the divisional calendars should have added to them statements about the point at which fees are formally assessed.

5. POLICY ON ACCESS TO STUDENT ACADEMIC RECORDS

During this past year we heard from an alumnus who was informed by his division that, based on the Policy on Access to Student Academic Records, he could not have access to a part of his student academic record.

The Policy on Access to Student Academic Records, revised in 1991, defines an official student academic record as being comprised of two parts. The first part contains personal information (student number, citizenship, SIN, etc.), registration and enrolment information and results for each course and academic period. The second part contains narrative evaluations of academic performance, admission application and supporting documents, results of petitions and appeals, medical information relevant to academic performance (furnished with the student's consent), letters of reference and personal and biographical information.

Access to the academic record is varied depending on whether one is a student or an alumnus/a. A student is defined as someone who has been registered within a period of two calendar years from the date of the request for access. Thus, whether you were a student or an alumnus/a you would have access to the full file for two years. An alumnus/a is any person who has received a degree, diploma or certificate or who has completed at least one year of full-time study and is no longer registered at the University. Students may obtain access to both parts of their academic records (excluding letters of recommendation). Alumni, once they have not been registered for two years, may only obtain access to the first part of the record. The alumnus who approached this Office had not been registered within a period of two years and thus was only being permitted access to the first part of his academic record.

The Administration reported to this Office that, at the time the Policy was revised in 1991, discussions were being held about the destruction of records. As a result of these discussions, it was expected that the second part of a student's academic record would be destroyed two years after the final registration. Thus, when an alumnus/a sought access to his/her file, only the first part would remain. However, not every division has followed the expectation that parts of the academic record would be expunged after two years and this was the case with the alumnus who approached us. His division maintains both parts of the student's academic record for much longer than two years. If divisional practice with respect to record retention is to continue to vary, we recommend that the Policy on Access to Student Academic Records be amended to permit alumni access to their full academic records so long as the full records exist.

6. NO-TRESPASS ORDERS

Two years ago, we became involved in the case of a member of the University community who had been issued a no-trespass order and had been banned from the campus. Investigation revealed that the University did not have procedures in place to review trespass orders served against members of the University community by the University of Toronto Police.

Based on our recommendation, procedures were put in place last year to cover situations in which the campus police, in consultation with an appropriate departmental authority, deem it necessary to ban a member of the University community from the campus. An initial time limit of five days is put on such bans, providing the department the opportunity to review the circumstances and to determine a course of action, but in a timely fashion.

The procedure has been used in some cases this year and, in general, seems to be working well. However, we have raised three concerns with the Administration about the procedures.

First, it is very important that the investigation of the incidents that motivate the imposition of a ban be given very high priority and that any ban be in place for the shortest possible time.

Second, the procedures are not sufficiently well known throughout the University. Several individuals, in discussing problems with this Office over the past year, were unaware of the existence of the process. We understand that the Administration will be sending a memorandum outlining the procedures to Principals, Deans, Academic Directors and Chairs in the fall of 1995.

Third, when the procedures were first written an appeal process was not included. An appeal mechanism is now in place.

The following two items are concerned with prerequisites, either for program admission or for course enrolment.

7. PREREQUISITES

In one division this year a number of students who were nearing the end of their program complained because many other

students in their year had not completed prerequisites and yet were registered in courses for which they were required. The students who were complaining did not think this was fair. Late in the academic year the division was able to resolve the issue by contacting all of the students missing prerequisites and making individual arrangements for the deficits in their programs to be corrected. Two general concerns arise out of this case.

First, tracking prerequisite requirements should be made simpler using computer technology. Students should not, under normal circumstances, be permitted to enrol in courses without having completed published prerequisites. The time for students to be told that they have not met prerequisite requirements is not at the end of the academic year.

Second, presumably divisions require prerequisites because they provide a necessary grounding in the subject that is required for advanced study. If a reasonable number of students are able to complete a higher level course without having taken the prerequisite, perhaps the need for the prerequisite should be revisited. We recommend that periodic review of the need for particular prerequisites take place.

8. CONDITIONAL ADMISSIONS

In one division this year it came to light that students were being admitted conditionally, subject to an acceptable score on a professional aptitude examination. They were permitted to register and take courses before clearing the condition. In the case which brought this matter to this Office's attention, the division terminated a student's registration late in the academic year when it was discovered, among other things, that the student, although he had performed very well in all of his courses, had not completed the professional examination. This case raised two specific issues.

First, the examination in question is supposed to provide an indication of a student's likelihood of success in the field of study. It does not make sense to permit a student to register prior to completion of a required predictive indicator. Furthermore, the student in this case actually completed the first term of the program with an "A" standing before the division decided to terminate his registration. Given his performance in the division's courses, it would seem to us that performance on the entrance examination was no longer pertinent.

Second, into the second term of a session is too long to wait to terminate a student for not meeting admission conditions.

Divisions making conditional offers of admission need to have procedures in place to verify that conditions are actually met prior to registration, or deferred for good reason. Further, they need to be able to monitor deferral situations carefully to ensure that conditions are cleared expeditiously.

The following two items raise, among other things, concerns about notice.

9. CODE OF BEHAVIOUR ON ACADEMIC MATTERS

In June 1995 the Governing Council approved revisions to the Code of Behaviour on Academic Matters. We have three issues to raise with respect to the Code, two of which are new and one of which is continuing.

(a) Notice Regarding Revisions to Code

Prior to this set of revisions the Code stated that an offence was deemed to have taken place if it occurred "intentionally". The onus was on the University to prove that the action was committed intentionally. The language of intent has now been removed from the Code and the University no longer has to prove that the accused intended to commit the offence. An offence is now committed if it is done knowingly, and this condition is met if the person caught reasonably to have known. This is a very important change and it is imperative that divisions ensure their students and academic staff are fully cognizant of it.

In addition, we are concerned that members of the University community are not as informed as they should be about the provisions of the Code. We continually hear from students and staff statements which demonstrate inaccurate or incomplete understanding of the Code. This is particularly true with respect to the definitions of offences. For example, it has been our experience that many people do not know that it is an offence under the Code to submit the same piece of work twice. This Code agrees that printing the Code in the divisional Calendars is extremely important. However, we believe that extra effort is needed to make students and academic staff more aware of the Code in general, and to highlight the recent changes in particular.

(b) Group Work

It has been pointed out over the past year that the Code is not very specific with respect to group work. What happens, for example, if one member of a group in the course of doing a project, commits an academic offence and that member's work is then incorporated into the group's work as a whole? In many cases it may not be possible to isolate who in a group was responsible for each and every element of a project.

(c) Timeliness

Finally, in previous reports we have expressed concern about the length of time required for completion of proceedings under the

Code. In response to last year's report, the Administration commented, with respect to timeliness, that revisions to the Code would "be brought forward in an effort to improve procedures." It remains to be seen whether the recent revisions will lead to speedier resolutions of cases. We suggest that the Administration track cases heard this year to determine whether concerns about the length of proceedings have been addressed by these changes.

10. SUSPENSION OF PROGRAMS

The Office became involved in a case this year in which a department decided not to admit students into a specific Ph.D. program for the next year because there were insufficient faculty available to staff it adequately in the short term. This happened very late in the academic year and no notice was given that such a decision was pending. This decision severely disadvantaged students enrolled in the master's program who planned to proceed to the Ph.D. program, a normal course of events in this division. Fortunately, individual accommodation was made for each of the master's students concerned. Calendar disclaimers notwithstanding, students are entitled to a reasonable assurance that programs listed in calendars will continue to exist and that, if they are to be amended in a dramatic way or suspended, sufficient notice will be given to allow students to make other arrangements.

The following two items concern issues of confidentiality.

11. APPEAL AND TRIBUNAL HEARINGS — IDENTIFICATION OF STUDENTS IN REPORTS

For some time we have been concerned about the practice of putting appellants' and defendants' names in the reports of the Academic Appeals Committee of the Governing Council and the University Tribunal. Both of these panels submit their reports to the Academic Board, a very large body with an even larger material distribution list. Both the Appeals Committee and the Tribunal are privy to a great deal of personal information about people's lives, information that the individuals involved may not want to have made public. In addition to this distribution, decisions on all cases, with names included, have been available in the Governing Council's Public Perusal Files for anyone who wished to read them.

The reason given for the public distribution of decisions have been two-fold. First, the final hearing bodies of the University are subject to the Provincial Statutory Powers Procedure Act. Hearing bodies under the auspices of the Act are required to operate, as much as possible, in an open and public way. It has been the view of the University that, for the Academic Appeals Committee and the University Tribunal, the Provincial Act takes precedence over the University's Policy on Access to Student Academic Records. Second, detailed personal information is often needed for the Committee or Tribunal to make a decision and may need to be reported to the Academic Board in turn, in order for the Governing Council to satisfy itself that its quasi-judicial bodies are acting in a reasonable and responsible way.

We are pleased to report that procedures have now been amended to allow continued compliance with the Statutory Powers Procedure Act while, at the same time protecting, as much as possible, the privacy of appellants and defendants. It has always been the case that individuals appearing before the Academic Appeals Committee or the University Tribunal can opt for the hearing to be held in closed session. However, regardless of whether a hearing is in open or closed session, the final report, which is a public document, contains the individual's name. The practice of reporting names has now been changed so that, if a person requests and is granted a closed hearing, the report submitted to the Academic Board will not contain the name. In addition, Public Perusal Files in the Office of the Governing Council will have all appellants and accused's names removed from them.

We have one concern remaining. We recommend that a written statement be prepared outlining what it means if a hearing is held in open session or closed session. The statement should be written in such a way that appellants or defendants, who may be unfamiliar with the governance structure, can easily understand the ramifications of opting for an open hearing. Such a statement could be included on the appeals application form or in the correspondence sent to a defendant when a case is submitted to the University Tribunal.

12. CONFIDENTIAL INFORMATION BEING GIVEN OUT

We have had reports this year of information being given out that was supposed to remain confidential. We recommend that staff be reminded of the relevant policies with respect to confidential personal information.

There is a secondary reason why this would be a good year to remind staff of the University policies relating to confidentiality. In March 1995 the Governing Council approved the Policy on Access to Information and Protection of Privacy, which took effect January 1, 1995. The purpose of the Policy is "to create standards of freedom of information and privacy which reflect the underlying principles of the Ontario Freedom of Information and Protection of Privacy Act and apply them in a manner appropriate to the University setting." The Policy includes sections on the scope of the

Policy, access to information, the protection of privacy, implementation, monitoring and dispute resolution procedures.

The next four items discuss concerns about safety.

13. HARASSING CONDUCT

In the past we have noted that the Policy and Procedures: Sexual Harassment and the General Policy Statement on Prohibited Discrimination and Discriminatory Harassment do not apply to all situations of harassment. Students and staff describe to us situations which they find to be offensive or physically or psychologically threatening. This includes comments and behaviour that they interpret to be disruptive and that, they find, create a stressful working and learning environment. In its response to this Office's annual report of last year, the Administration reiterated its commitment to "its obligation to treat its employees with respect" and to refuse to "countenance threatening or harassing behaviour." The Administrative Response went on to say that unresolved cases of harassment should be brought to the attention of the responsible senior administrative officer. Further, the Administration noted that some cases had been resolved through mediation and that "the resources of the Personal Safety Officer continue to be available to the Personal Safety Officer continue to be available to the University."

We know through discussion of cases over the past year that staff have continued to go to the Personal Safety Officer for guidance and assistance in dealing with harassing behaviour. However, as noted in item 16, below, it has been reported that the Personal Safety Officer may be discontinued. There has also been communication to the effect that the University has decided, for budgetary reasons, not to pursue the establishment of a mediation service at this point (see item 19, below). Without these resources, and in the absence of formal policy protection or direction upon which members of the University can rely, we think that individuals will be even more reluctant to bring forward complaints, for fear of negative ramifications. We believe this is similar to the situation which prevailed with respect to the reporting of financial improprieties before the development of a protocol. Members of the University community who are afraid to come forward and, ultimately, the University, will suffer because of some individuals' inappropriate behaviour.

We believe that the University should develop a policy statement prohibiting harassing conduct. We realize that it may be difficult to develop a workable definition of harassing conduct. Many other working environments are struggling with the same issue. The language used in the Administrative Response to last year's report provides a very good start. In addition, it is crucial that the University continue to educate its academic and administrative supervisors with respect to the provision of a working environment based on civility, dignity and respectful conduct.

14. CODE OF STUDENT CONDUCT

Over this past year, we heard from a couple of students who, upon reading the Code of Student Conduct, thought that they had discovered an omission. The Code of Student Conduct, under section "B. Offences", states

(e) No person shall engage in a course of vexatious conduct...that is based on the race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, marital status, family status, handicap, receipt of public assistance or record of offences of that individual or those individuals...

The students in question were surprised to find that "sex" and "sexual orientation" were not included on the list, given that the footnote to the section cites the Ontario Human Rights Code as the source of the list. It looked to them as if the University did not care about "a course of vexatious conduct" on the basis of sex or sexual orientation.

In fact, "sex" or "sexual orientation" are not included in paragraph 1.(e) because offences in this area are covered by the Policy and Procedures: Sexual Harassment. In an earlier section, the Code makes reference to the fact that it does not have jurisdiction in sexual harassment cases. What was not clear to these students, and may not be evident to others reading the Code, was that a course of vexatious conduct on the basis of sex or sexual orientation would constitute sexual harassment. To clarify this meaning we recommend that a second notation be added to the end of section "B" of the Code of Student Conduct explicitly directing those concerned about issues relating to "sex" and "sexual orientation" to the Policy and Procedures: Sexual Harassment.

15. CASH HANDLING

In the last few years we have raised the safety concerns of staff members required, as part of their duties, to transport cash, cheques or charge slips, sometimes in substantial amounts, to various destinations throughout the University or to nearby banks. In response, the Administration created a Task Force on Cash Handling which submitted a report and recommendations to both the Finance area and the Operations and Services area last year.

In December of 1994, the Chief Financial Officer, the Assistant Vice-President, Operations and Services, and the Director of Compensation, Employment and Staff Development, met with the

Chair of the Task Force to review the recommendations. All of the recommendations were accepted. Some recommendations were identified as needing further study. Each manager agreed to implement the recommendations specific to his or her portfolio.

The issue of staff carrying money distances around the campuses will be dealt with by the installation of drop boxes. There will be three drop boxes on the St. George Campus, Scarborough and Eridge have each already adopted a drop box procedure and report that it has worked well. The drop boxes for the St. George Campus are being costed now and, we hope, will be in operation when we report next year.

To increase safety awareness for people carrying cash around the campuses, a set of guidelines is being created and will be placed in the Guide to Financial Management binder.

These two steps, cutting down travel distance and increasing safety awareness, should assist staff who are responsible for transporting cash on the campuses.

16. PERSONAL SAFETY OFFICER

The Personal Safety Officer has accepted a new administrative position at the University. There were reports over the summer that the position of Personal Safety Officer may be eliminated because of budgetary constraints. This position has been identified by many in the University community as one of importance and people on campus have raised with this Office their concern at the prospect of its loss. If the position is not to be filled, it is in the University's best interests that the functions of the Personal Safety Officer be well covered by other appropriate offices.

The following three items deal with the ways in which complaints are perceived and handled.

17. FEAR OF PURSUING LEGITIMATE CONCERN

In the annual report for 1991-92 we reported that a larger than normal number of complainants had declined to pursue matters because they feared reprisals from individuals in positions of authority. We have had a similar experience this year, perhaps because of an increase in uncertainty, due to economic realities, about job security and future prospects. Whatever the reason, a number of individuals who have come to us this year have felt intimidated by the risk of incurring the displeasure of those who allot grades, or who control access to jobs or highly desired programs of study. This perception is harmful to the University and to the individuals concerned. Those in positions of authority at the University need to make a concerted effort to foster an environment in which those who wish to bring forward a complaint can do so with a sense of safety and security.

18. POOR INVESTIGATIVE PRACTICES OF STAFF MEMBERS

Our Office continues to encounter poor investigative practices and questionable decisions by academic and administrative staff members who are in positions of responsibility to receive and resolve complaints.

In response to our concern over the adequacy of training for staff who are required to investigate and resolve complaints, an ad hoc group has been working over the past year to develop training programs and materials for carrying out investigations and administering complaints policies. The University has allocated part of an equity grant to the development of some tools. This Office continues to be concerned and recommends that the University ensure that all complaint handlers have the skills to allow them to resolve complaints as effectively and as quickly as possible.

19. INITIATING MEDIATION SERVICES

Over several years, this Office has proposed the wider use of mediation services at the University and discussed the advantage of this method to resolve conflict. In early 1993 the President and the Vice-Presidents received a draft document entitled "Proposal to Set Up a Mediation Project at the University of Toronto." They were supportive of the initiative. The Implementation Committee for Mediation Services, created by the Provost's Office, has continued to meet over the past two years researching alternative models and defining the scope, priorities and budget for such a service. In the spring of 1995 this work was presented to the Provost's Office. In the summer of 1995 the Provost communicated to the Implementation Committee that, although mediation skills for front line staff and those with administrative authority were important, "...the University would not gain sufficient benefits at this time for the costs involved in setting up a separate office for mediation services." Members of the Implementation Committee will meet with the Provost in the fall.

The following two items are of particular concern to those involved in graduate studies.

20. POOR SUPERVISION OF GRADUATE STUDENTS

The School of Graduate Studies, the Graduate Students' Union and this Office have received a number of concerns from gradu-

ates students relating to the supervision of their work. In some cases students have reported instances of poor supervision or virtual abandonment by their supervisors. These situations can arise for a variety of reasons: pedagogical or personal differences may develop between student and supervisor; a supervisor may take a sabbatical, retire or transfer to another university; a supervisor may lose research funding; or a supervisor may simply have too many graduate students. When the student approaches the graduate department head with the problem, the situation should be resolved. However, the students who have come to us have not had the supervisory issues resolved by their departments.

Currently, direction is provided in this area by the Report of the Committee on Ph.D. Supervision (Endrenyi Report) and by the Supervisory Checklists developed by the Task Group for the Development of Good Supervisory Practice. However, there are supervisory issues not addressed by either of these documents. Two such areas were discussed by the School of Graduate Studies' Council last year. They are: the need for annual progress reports and the continuation of supervision during faculty leaves or absences. Discussion of supervisory guidelines to rectify these concerns continues. This Office encourages graduate students to come forward with their concerns so that the University can make sure that the graduate study environment is a positive one and encourages the School of Graduate Studies to move quickly on the development of these further guidelines.

21. COMPREHENSIVE EXAMINATIONS

Two years ago this Office's annual report recommended that the School of Graduate Studies undertake a review of practices and procedures related to comprehensive examinations. This was based on the number of complaints that we received from graduate students regarding this crucial component of their program. The complaints were varied and included issues concerning:

- ambiguous and poorly defined preparation procedures
- unclear evaluation methods
- composition of the examining committee
- conflicts among members of the examining committee
- differing views of examiners regarding examination requirements
- alleged bias of examiners
- disparity of comprehensive examinations
- the maximum number of times the examination could be attempted
- insufficient information regarding appeal procedures
- the inherent difficulties of reviewing or appealing an orally delivered examination.

The Dean of the School of Graduate Studies responded that a review would be undertaken "with a view to making recommendations in due course to departments about good practice and procedure, while respecting the particular needs of different disciplines, divisions and programs."

Over this past year, the School of Graduate Studies has reviewed the practices at some other universities. Based on this review and their understanding of the current practices relating to comprehensive examinations, there are plans to produce a check list of best practices for the conduct of comprehensive examinations, to be made available to both students and staff of the graduate departments.

The following six items relate to employment conditions.

22. INADEQUATE EMPLOYMENT PROVISIONS

In the past reports we have indicated that provisions governing the employment of three groups at the University, namely, the Senior Management Group, Research Associates and Casual Staff, were inadequate. Movement has occurred over the past year toward the development of policies for two of the three groups.

(a) Senior Management Group

The Governing Council approved a set of policies and procedures concerning the Senior Management Group in the spring of 1995. These policies cover recruitment/selection, staff planning, career development/training, performance management, problem resolution, termination, hours of work, vacations and leaves, benefits and compensation program.

(b) Research Associates

Last year we reported that the Provost's Office had prepared a draft policy document to cover Research Associates. Discussion of that draft has taken place over the past year. We understand that the policy is now in the form of a final draft and will be submitted to the Governing Council for approval in the fall of 1995. The draft defines the category of Research Associate and covers the following terms and conditions of employment: recruitment and selection, renewals of appointments, promotion, termination, compensation, benefits, vacations, leaves of absence and a grievance procedure.

(c) Casual Staff

There have been no changes to the employment conditions of casual staff over the past year. They can be exploited readily and with no policy appeal or grievance procedure open to them, they are unable to process a formal complaint or grievance. The

Administration, in responding to last year's report, raised an additional concern, which we share, that casual and temporary employment may be used as an alternative to hiring administrative staff under the policies set out in the Manual of Staff Policies.

The Department of Human Resources, through the Personnel Policy Board, continues to work on a more comprehensive policy on casual and temporary employment at the University. As yet, they have not been able to formulate a policy that satisfies all parties. We understand that discussions will continue over the next year. However, we feel compelled to point out that the problems of this group of staff were noted in the 1987 annual report and have continued to be raised yearly since 1990-91. Concurred efforts need to be made to resolve these issues. *

23. OVERTIME COMPENSATION

Many staff members report that they bear onerous workloads that adversely affect their efficiency, their output of services and, most importantly, their health. These staff members tell our Office that they are unduly stressed by the amount of work required of them, particularly the amount of overtime work. Last year the administration reported that a draft discussion paper on the issue of overtime compensation had been provided to UTSA and that a committee internal to the Department of Human Resources was reviewing the assignment of jobs to the three categories of overtime compensation defined in the current policy statement. We have been informed that the proposal arising out of the committee's work has been submitted under the larger task of reviewing job classifications.

The preliminary results of a survey done by UTSA in 1993 seem to indicate that administrative staff were reporting, at that time, that they were putting in a lot of overtime which they were not claiming (lunch at their desks, arriving early, no breaks, etc.). There is nothing to indicate that the pressure of work has decreased from the fall of 1993 to now. It is more likely that budget cutbacks since 1993 have increased both workload and staff's sense of vulnerability, making staff even more unwilling to request compensation for their overtime hours.

Based on the people we see in the Ombudsman's Office, this issue needs to be given priority and we recommend that the Administration and UTSA review this situation as quickly as possible.

24. CONFLICT OF INTEREST

In the past decade, we have stressed the need for improved conflict of interest provisions at the University. We are happy to report that, over the past year, the Business Board has approved conflict of interest guidelines for faculty, librarians, the senior management group and administrative staff. There has been little time for members of the University community to utilize these policies but, thus far, no problems with the policies have been reported to this Office.

One group remaining without a conflict of interest policy is Teaching Assistants. The issue is touched upon in "Tips for Teaching" (a handbook produced for new teaching assistants in the context of sexual harassment policies), but there is no policy statement for this group and nothing in the CUPE agreement. We have had cases in the Office this year involving teaching assistants and personal relationships with students they are teaching. We recommend that, during the next set of negotiations, the University and CUPE develop an appropriate conflict of interest policy for teaching assistants.

25. MANAGING ORGANIZATIONAL CHANGE

University staff who work in units undergoing organizational change or restructuring due to budget cuts, departmental realignment or the introduction of new technology frequently complain to our Office that they did not receive early warning or were not appropriately involved in exploring possible options and implications. Staff have raised concerns about the amount and substance of consultation prior to notification of termination. We have raised this issue in previous reports and were hoping that the reworded version of the policy would resolve this. However, the staff complaining to us believe that the revised policy has weakened the level of consultation required.

The previous policy stated that "...employees should be actively involved in the planning to the extent possible so that their immediate knowledge of the work may be brought to bear in exploring possible options and implications."

The new policy says, in the introductory paragraph to the section on consultation with staff, that

Staff members' detailed knowledge of the work of the unit and their ideas for alternate methods of achieving efficiency or cost reduction are important considerations in planning the implementation of change. The nature and extent of this consultation will depend on the nature of the change.

However, the actual policy requirements for consultation refer only to consultation with respect to individual staff members' own

duties, not to the organizational structure as a whole. There is no recognition in the requirements section of the policy of the importance of staff members' knowledge of their work unit.

The University may want to revisit the consultation section of the policy so that areas where the policy is applied feel that, with their input, the best possible reorganization plan has been developed.

26. PAY EQUITY CLASSIFICATIONS

In January 1990, the University posted a Pay Equity Plan. Those Clerk IV's and Administrative Assistant I's with similar point scores were placed in the same classification and salary range. This has caused problems in some situations because it can mean that some individuals are earning less money than people they supervise. The Department of Human Resources and UTSA have been trying to work out a solution since 1990. Last year, we reported that a joint committee had been established to work on the problem. As of this writing there has been no resolution of the issue. We understand that other issues have taken precedence this year and only wish to flag this as an unresolved concern. In the interim, problem situations continue to be handled on a case-by-case basis through the relevant personnel general or the Pay Equity Committee.

27. SOME ACADEMIC APPOINTMENTS NOT WELL DEFINED

Last year we reported that the Ombudsman's Office had met with a number of academic staff who hold appointments that are not well defined. We continue to see staff members with this problem. In most of these cases, changes have occurred in departments bringing about the termination of staff members who have been long-term employees. We recommended that clear direction and communication from the time of appointment was needed if these staff members were to clearly understand their employment relationship with the University. Further, we recommended that termination policies should be relayed clearly to this group and severance packages should be made available. In its response to last year's report, the Administration said that the Provost's Office was going to resolve the matter.

The Provost's Office asked the Department of Human Resources to produce a list of individuals who fall into this category. Upon examining the list, it was ascertained that the majority would be covered by the proposed new policy on Research Associates. The Department of Human Resources also accepted the responsibility to ensure that, when staff with such appointments were terminated, thorough and prompt information and assistance from Human Resources staff would be made available. However, this does not deal with this Office's recommendation that these individuals receive a clear and formal statement about their employment relationship with the University in their letters of appointment. We recommend that the University look further at this issue.

In addition, we have not yet received a formal response to our recommendation with respect to severance packages.

We are just beginning to experience the potential impact that the Information Highway and the technologies involved will have on the workplace. Members of the University community are identifying problems and issues that relate to this new era. The following three items raise issues concerned with technological change.

28. SKILLS DEVELOPMENT WORKSHOPS

In previous annual reports we had noted that it was self-defeating for the Department of Human Resources to levy a fee on departments and/or staff for workshops designed to upgrade work-related skills of employees. Last year a Staff Development Fund was established to provide central funding for these workshops. We had argued that, if such funding were available, more departments and staff would take advantage of the courses. We were pleased to see the March 1995 issue of Human Resources Dialogue report a tripling of the number of staff being trained through in-house computer courses and staff and management development seminars.

29. E-MAIL

With the availability and expansion of access to electronic communications, including electronic mail (e-mail), we recommend that the University consider the development of policies, procedures and protocols for technology use. Some universities have already done this. Policies with which we are familiar include such concerns as: appropriate use, issues related to privacy, access to e-mail accounts and misuse of the system. Universities with policies in place have recognized that in this area is at the early stage of development and that their policies will, therefore, require continued scrutiny and updating.

30. ERGONOMICS

The success of any new technology is dependent on people being comfortable using it. This means having the appropriate knowledge base to be able to use the equipment and having the acclerments to create a comfortable physical and psychological environment. Recognizing these principles, the Occupational Hygiene and Safety Unit in 1994 implemented a new program entitled "Office Smarts: Ergonomics for Users of Video Display Terminals."

Staff are reporting that while budget money is being found to pur-

chase new computer equipment, funds are not there when they request special computer desks or chairs. Commitment to providing appropriate equipment, as well as training of staff, is key to bringing computers successfully to the workplace.

31. RE-MARKING OF TERM WORK

Several students from one division came to us this year with complaints about grades they had received in course work. They were dismayed to discover that, for term work worth less than 20 percent of the final grade, the division's academic handbook stated that it would not permit an appeal of a grade. We raised this issue with the division. It did not seem to us that such a benchmark was appropriate given the very serious academic consequences a grade difference of even one or two percent can have. As it turned out, the division's regulation with respect to regarding course work was not worded clearly. Students in the division may appeal their grade on any piece of course work. However, the division will only seek the opinion of an outside reader for work worth 20 percent or more. The division will be rewarding the regulation in their handbook to make this apparent.

32. PROVISIONS IN THE UNIVERSITY INVENTIONS POLICY TO RESOLVE CLAIMS OF INVENTORSHIP

In the 1991-92 annual report, we raised the failure of current policy to address the issue of disputes between two or more individuals claiming to have created the same invention. Since then the University's administration has been working on an amendment to the Inventions Policy. Due to a delay in the formation of the new Research Advisory Board, it was not possible to get its approval for an amendment to the Inventions Policy this past year. However, an amendment is to be proposed this Fall and submitted to the Governing Council for approval.

33. LIBRARY BOOK RETURNS

A number of students have come to us over the past year complaining that they have been assessed library fines for non-returned books which, they say, have been returned. They have each reported that, at the time of the return, the book bin was full, making the books readily accessible to others. We did some on-site visits and checked this out ourselves. We identified two problems.

First, on more than one occasion we did discover that the bins were so full that individuals other than library staff could get access to returned books.

The second problem we identified was one of design. We discovered that the angle of the book return slot in at least one library is not steep enough to have the book slide down readily into the bins. Once again, this permits individuals other than library staff to have access to returned books.

Robarts Library has established a task force to look into these two problems, as well as other book sorting issues, and they have plans to change the design of the book return slot. Until the modifications and recommendations are implemented, library users may, if they wish, return books directly to the Loan Services Desk.

The process of returning library books does not include providing any evidence to users that they have, in fact, returned their books. There is, therefore, a heavy onus of responsibility on all libraries to make sure that only library staff have access to any returned books. This Office recommends that all libraries at the University, including departmental, divisional and college libraries, assess their book return procedures.

34. POST-DOCTORAL FELLOWS

For a number of years, the Office has noted that more work is needed to address a number of major issues related to Post-Doctoral Fellows. In particular, we have urged the establishment of effective grievance procedures. In its response last year, the Administration reported that the School of Graduate Studies had agreed to deal with grievances that could not be settled at the departmental level and that the inclusion of Post-Doctoral Fellows in the Code of Behaviour on Academic Matters would be recommended.

Revisions to the Code of Behaviour on Academic Matters have been approved and Post-Doctoral Fellows are now included in that policy and in the Code of Student Conduct.

The School of Graduate Studies has agreed to process grievances and complaints from Post-Doctoral Fellows but, as of the writing of this report, a formalized process has not been fully developed. It has been decided that the first level of a grievance or complaint within the School of Graduate Studies will be the Associate Dean of the division concerned. We urge the School to flesh out the remainder of the process as quickly as possible.

IV. CONCLUDING REMARKS

Carrying out the mandate of the Office of the University

Ombudsman often feels like an overwhelming task. It is made less so by the many members of the University community, at all levels and from all constituencies, who assist us in resolving the problems and complaints which come forward. To them, my

heartfelt thanks.

I would also like to relay a very special thank you to my co-workers—Sherylin Biason and Irene Birrell—both for the skills and commitment they bring to work each day and for their

collaboration in the creation of this latest annual report.

*Liz Hoffman
September 7, 1995*

APPENDIX A TERMS OF REFERENCE FOR THE OFFICE OF THE OMBUDSPERSON

1. The Office of the Ombudsman shall be independent of all existing administrative structures of the University and have the following functions:

a. To investigate, in an impartial fashion, complaints that may arise against the University or against anyone in the University exercising authority. Complaints may be made by any member of the University community (students and members of the teaching or administrative staffs) or by former members of the teaching or administrative staffs or student body (in respect of matters arising out of their former University employment or student status). Investigations may also begin on the independent initiative of the Ombudsman in respect of any one of the above entitled to make a complaint.

b. To serve as a general information centre for members of the University community and others as needed about all situations and University procedures concerning which grievances may arise—specifically, to advise persons of their rights and responsibilities and of the proper procedures to follow in order to pursue whatever business or complaint they may have.

c. To bring findings and recommendations to the attention of those in authority by the most expeditious means possible, and to the University community at large to the extent that is appropriate.

d. To direct during emergencies such additional and special information services as deemed appropriate within the competence and resources of the office.

2. It shall be the special concern of the Ombudsman that:

a. Decisions affecting members of the University community are made with reasonable promptness.

b. Procedures used to reach decisions are adequate and that the criteria and rules on which the decisions in question are based are appropriate.

c. Any gaps and inadequacies in existing University procedures that might jeopardize the human rights and civil liberties of members within the University community be brought to the attention of those in authority. It would not be the function of the Ombudsman to

devise the new rules and procedures, but to make recommendations to or press through publicity to the extent necessary for their formulation and/or improvements.

d. All reasonable requests for information pertinent to the functions and purposes of the Office be honoured. The Ombudsman would be expected to search actively for the answers to all such inquiries and provide them to the inquiring parties. Where such information exists in University offices, publications, the Ombudsman shall direct enquires to these sources and emphasize their responsibility for initiating the appropriate actions and for returning to the Ombudsman if not satisfied with the results.

3. The Ombudsman shall have access to such official files and information as is required to fulfill the function of the Office. Requests by the Ombudsman for information must receive priority from every member of the University community.

4. Although authorized to function in the widest possible context and with a minimum of constraints, the Ombudsman shall not:

a. Act as the advocate of any party to a complaint.

b. Initiate an investigation until all existing avenues for seeking redress have been exhausted.

c. Exercise such authority beyond the legal authority of the University, although recommendations may be made concerning the authority of the University or of its constituent parts.

d. Make University policy or replace established legislative or judicial procedures, although any or all of these may be investigated or questioned and such recommendations made as appropriate for their improvement and efficient functioning.

e. Release any information regarding personal and personnel records, unless written permission has been received from the affected persons for releasing the information.

f. Set aside the request of complainants that their anonymity be preserved, even though wide latitude has been granted in making public any findings and recommendations.

5. Operations of the Office:

a. Files

(i) The Ombudsman shall maintain suitable records of complaints, findings and recommendations and these shall be accessible only to the Ombudsman and members of the staff of the Office of the Ombudsman.

(ii) Each file and record will be maintained for a period of seven years and one day from the date on which the Ombudsman deems the case to be completed. At the end of the period of seven years and one day, the file or record may be destroyed; however, no destruction of the file or record will take place while any proceedings are pending in the University, the Courts or any outside tribunal and until after all rights of appeal are exhausted or times of appeal have expired.

b. While exceptions may be made by the Ombudsman with respect to matters of major importance, the office will normally function in terms of first come, first served.

c. The Ombudsman shall make an annual report to the University community through the Governing Council, and such other special reports as may be required from time to time by the Governing Council.

d. The Ombudsman shall be appointed by the Governing Council on the recommendation of the President, shall be accountable to the Governing Council and shall have unrestricted access to all University authorities.

7. The Office of the Ombudsman shall be reviewed on a regular basis, coincident with the end of the incumbent's term, in a manner to be determined by the Executive Committee of the Governing Council. The term of the Ombudsman should be from three to seven years. An Ombudsman should serve for a minimum of three terms. Candidates for the Office shall be identified by a search committee highly representative of the University community and including students and members of the teaching and administrative staff.

The Office of the University Ombudsman is located at 16 Hart House Circle, University of Toronto, Toronto, Ontario M5S 1A1. Telephone (416) 978-4874.

APPENDIX B

TABLE 1

ANALYSIS OF CASeload BY CONSTITUENCY

	1991-92 (12 months)	1992-93 (12 months)	1993-94 (12 months)	1994-95 (12 months)		1991-92 (12 months)	1992-93 (12 months)	1993-94 (12 months)	1994-95 (12 months)
Undergraduate Students	418	420	383	317	Information	548	593	476	432
Graduate Students	116	134	94	120	Grievances or Complaints				
Academic Staff	40	56	31	37	a) Expedited	143	131	115	126
Administrative Staff	105	99	92	76	b) Resolved	89	78	70	49
Miscellaneous*	131	119	82	59	c) Unjustified	-	-	-	-
	810	828	682	609	d) Other	-	-	-	-

*Includes organizations, applicants for admission, former employees and students, alumni, and others.

NUMBER OF CASES BY YEAR

	YEAR	NUMBER OF CASES
Oct. 1 - Sept 30: (12 months)	1975-76	310
	1976-77	382
	1977-78	406
	1978-79	454
	1979-80	508
	1980-81	459
	1981-82	480
	1982-83	497
	1983-84	592
	1984-85	639
	1985-86	547
	1986-87	734
	1987-88	754
	1988-89	701
	1989-90	760
Oct. 1 - June 30: (9 months)	1990-91	605
July 1 - June 30: (12 months)	1991-92	810
	1992-93	828
	1993-94	682
	1994-95	609

TABLE 2

ANALYSIS OF CASeload BY ACTION TAKEN

	1991-92 (12 months)	1992-93 (12 months)	1993-94 (12 months)	1994-95 (12 months)
Information	548	593	476	432
No action required	26	19	11	2
No jurisdiction	1	4	10	0
Incomplete	3	3	-	-
	810	828	682	609

INFORMATION Advising and informing members of the University about the means available to them to resolve whatever grievance or difficulty they have.

EXPEDITED Resolution of relatively simple "red-tape" problems, such as arranging an exception to a rule in a particular case, speeding up consideration of a routine matter, securing an explanation of a decision, arranging a meeting with the appropriate official, or unearthing difficulties which occurred when an item fell between two jurisdictions, etc.

RESOLVED A grievance was settled more or less to the satisfaction of both the complainant and the respondent official or department, usually through a reversal of the original decision, a compromise or an agreement that, in light of new or clarified information, no grievance existed.

UNJUSTIFIED After investigation and consideration, no basis was found for a grievance, or the redress sought by a complainant was not justified or reasonable.

OTHER A grievance or the redress sought was found to be partially justified, no redress was possible or it proved to be unresolved.

NO ACTION REQUIRED A case was drawn to the attention of the Office, but no action of either an informational or investigative nature was ever required.

NO JURISDICTION The object of the "request for assistance" was outside the jurisdiction of the Governing Council.

INCOMPLETE No conclusion had been reached at the time of the Report.

Administrative Response to the Report of the University Ombudsperson: 1994-95

OVERVIEW:

In her 1994-95 Annual Report, the Ombudsperson lists 34 topics, of which 16 are recommendations and the balance largely updates on initiatives which are ongoing, or simply observations which the Ombudsperson is making to the wider University community. A significant number of the recommendations have already been acted upon or are currently in process. The following administrative responses to the Report, in accordance with the direction made by Governing Council that the Administration provide an annual response, detail the Administration's position on each of the 34 topics.

LIST OF TOPICS:

1. DIVISIONAL APPEALS COMMITTEES

The Provost's Office will draw this matter to the attention of Principals and Deans, asking them to monitor the timeliness of divisional responses and to ensure that there is a year-round capability for considering appeals and petitions.

2. DESTRUCTION OF RECORDS AND FILES

As noted by the Ombudsperson, PACARM is developing a records/destruction protocol for records of academic search committees. A proposal will be tabled at the Committee's October meeting.

3. JOB RECLASSIFICATION

At the present time it takes longer for the Human Resources Department to reclassify a position than is desirable largely for reasons referred to by the Ombudsperson. Her suggestion that the Department develop "an acceptable turnaround time" is consistent with the Department's plans for the coming year. The Department is working to identify performance indicators which can be used to measure the effectiveness of the University's human resources management processes, both within the Department and more generally throughout the University. As part of this process, the Department will establish a maximum duration within which a job evaluation should be completed as one such indicator.

4. TUITION FEE REFUND SCHEDULE

a. Length of Grace Period: The Ombudsperson notes that the proposed amended fee schedule has been implemented. The revised schedule is in place and students have asked few questions about it. No further action required.

b. Criteria for Special Consideration: The Administration sees the issue of complete withdrawal as separate and apart from the Tuition Fee Refund Schedule. The University has for some years recognized the financial hardship and compassion issue by providing bursaries for students who are forced to withdraw regardless of the schedule. Students who receive bursaries are neither expected nor required to take the same courses from which they have withdrawn. Therefore, we believe that we are already doing what the Ombudsperson suggests.

c. Fees Referrals: To the best of our knowledge, the situation occurred only once and involved only the one student.

The issue is not really about deferral. It is the act of registration which incurs the charging of tuition fees. Deferral involves the timing of the payment of fees. It does not (and never has) eliminated the levying of fees. The Ombudsperson appears to acknowledge this in her comments.

There are several documents that students receive that make it clear that fees are levied at the time of registration regardless of subsequent deferral. These explanations have been in place for some time and, as noted, only one student (out of thousands) has ever been defused by it.

Therefore, we do not see the issue of clarification as a policy issue, but rather as one of notification. We shall ensure that there is better notice given on this issue.

5. POLICY ON ACCESS TO STUDENT ACADEMIC RECORDS

This particular matter arose out of a case which is currently in litigation involving one alumnus (to which the University of Toronto is not a party). Neither we nor the faculty involved have conceded

that the documents in question are part of the formal student academic record. The Ombudsperson has not raised this aspect of the case, but has asked for a policy clarification concerning the right of access of alumni to all sections of their official student academic records. The Provost will recommend that effective September 1, 1996, access be allowed if the records are available. The proposed change has no implications for the specific case referred to.

6. NO-TRESPASS ORDERS

With respect to the No-Trespass Orders, the report raises three concerns. The first concern is that investigation of bans be given the highest priority and that such bans be in effect for the shortest possible time. We agree that bans should be imposed for only a limited time but there should always be enough time for proper preparation for hearings and the safety of University students and staff should always be of primary importance. With respect to the second concern, the Administration will issue a memorandum this fall outlining the procedures to PDA&C and SMG. In addition, the procedures will be discussed at the training for new academic administrators. The third issue concerning an appeal mechanism is resolved.

7. PREREQUISITES

The plan for the new student information system will provide the "computer technology" for which the Ombudsperson calls. This will not, however, affect the timing of notification of prerequisite requirements. Students are told that they have not met prerequisite requirements at the end of the academic year because that is when grades are known. Before then, it is not possible to know whether or not students have met prerequisites.

We might well ask whether or not the Ombudsperson is advocating a firmer stance on this issue than many students and faculty would prefer. We believe it is appropriate for academic advisors to leave open the question of prerequisites to judgement and interpretation. Moreover, the need for review does not appear to arise from any complaint or problem, nor is the ability to pass a course the only criterion in determining a prerequisite.

8. CONDITIONAL ADMISSIONS

Conditional admissions should not be regarded as a penalty. For some students in some programs, conditional admission is the fairest and most realistic way to extend offers of admission. There certainly should be no unnecessary delays in determining whether or not the conditions have been satisfactorily met, but the length of reasonable and necessary time may vary from individual case to case.

9. CODE OF BEHAVIOUR ON ACADEMIC MATTERS

(a) We have made every effort to publicize the Code on campus. The revisions to the Code were widely advertised in September, with notices from the Provost in all campus newspapers and articles in the student press, as well as in memoranda to Principals, Deans, Academic Directors and Chairs. We will continue efforts to publicize the Code. (b) A second concern is raised about group work. Where it is possible to identify an offender, the Administration believes that that offence could be dealt with under the Code. If it is not possible to identify an offender, it is difficult to imagine how charges could be laid under any code. (c) We agree with the Ombudsperson that experience should confirm whether the revisions to procedures at the Tribunal will expedite cases, and we are already monitoring this.

10. SUSPENSION OF PROGRAMS

The SGS agrees fully that students are entitled to sufficient notice if major changes are to occur in their graduate programs. The case in question was anomalous and we do not expect it to be repeated. Nevertheless, SGS will be notifying all departments that in the case of any major changes to their graduate programmes every effort will be made to give sufficient notice in order to protect graduate students.

11. APPEAL AND TRIBUNAL HEARINGS — IDENTIFICATION OF STUDENTS IN REPORTS

As the Ombudsperson notes, the Tribunal and Appeals Committee are administrative tribunals governed by the Statutory Powers Procedures Act (SPPA). Both judicial bodies are required to report their decisions for information to the Academic Board.

The SPPA stipulates that hearings shall be open to the public, but has provisions for a hearing to be closed, at the discretion of the hearing body on application by a party before it. The language of the Act in this regard suggests that closed hearings are considered exceptional. It states that requests for closed hearings will only be granted when "disclosure thereof in the interests of any persons affected or in the public interest outweighs the desirability of adhering to the principle that hearings be open to the public." Students concerned about the public disclosure of private information are entitled to request a closed hearing, and occasionally do so. In such circumstances the student's name would still appear in the original record of the decision, which would be released only under stringent conditions allowed by the relevant University policies, most commonly the Policy on Access to Student Records and the Policy on Access to Information and Protection of Privacy.

In addition to the occasional formal decisions to close hearings, there are situations in which the reporting of students' names could be seen as an inappropriate invasion of privacy. In such cases, the Secretariat will try to ensure that personal information is kept to the minimum required to explain the decision. In all cases, except where a name has been deleted in response to a decision of the hearing body, the original record, including the student's name, remains a public document and therefore releasable if specifically requested. In cases where the hearings are not closed, the Academic Board, as the body to which the Tribunal and the Academic Appeals Committee report their decisions, should receive (on a basis restricted to members) the report as written, i.e., containing the names of the defendant or appellant. However, the Governing Council Secretariat will delete names of defendants and appellants from public persual files.

In regard to the Ombudsperson's remaining concern, the Code of Behaviour on Academic Matters clearly states that, procedurally, Tribunal proceedings are governed by the SPPA. Similarly, the notice of appeal forms for the Academic Appeals Committee cite in their entirety the relevant provisions of the SPPA concerning the public nature of hearings, and then ask students to specify whether they are requesting an open or closed hearing.

12. CONFIDENTIAL INFORMATION BEING GIVEN OUT

In response to a request for details of known breaches of confidentiality, the Ombudsperson indicated that the cases she dealt with concern the release of information in official student records to persons not entitled to have it under the Policy on Access to Student Records. The Provost's Office will review communications with academic divisions on this Policy and draw the Ombudsperson's concern to their attention.

13. HARASSING CONDUCT

The University has undertaken a prolonged and significant debate on dealing with forms of harassment. With the addition of two forms of harassment to the Code of Student Conduct this past year, the Administration believes that the framework of policy is now complete and appropriate, and that no additional policy definitions are required at this time.

As indicated last year, "the University is committed to its obligations to treat its employees with respect and does not countenance threatening or harassing behaviour. Concerns about unresolved situations of harassment should be brought to the attention of the senior administrative officer having responsibility for the division where the harassment is alleged to have occurred."

Training and orientation programs for academic and administrative supervisors is informed by these convictions.

14. CODE OF STUDENT CONDUCT

At the next opportunity, a note will be added to the Code of Student Conduct, as the Ombudsperson has recommended, to clarify how complaints about a course of vexatious conduct on the basis of sex or sexual orientation are dealt with within the University pursuant to our existing policies.

15. CASH HANDLING

The Task Force on Cash Handling established by the CFO addressed all aspects of cash handling on the three campuses including those issues raised by the Ombudsperson. The task force did a thorough job leading to many improvements. The two main items

remaining are:

a) putting guidelines in the Guide to Financial Management. These will be issued with the next set of revisions.

b) installing drop boxes on the St. George Campus. We are in the midst of determining what the cost would be for this, and if it is reasonable and manageable, we will implement the proposal.

16. PERSONAL SAFETY OFFICER

It is true that the administration has decided not to fill this position for reasons that were outlined in memoranda by the President and Professor Finlayson of 25 and 22 September 1995. As those memoranda explain, the responsibilities so ably borne by Susan Addario since 1990, will now be shared by the campus police, by the Office of Student Affairs and by the Human Resources Department.

17. FEAR OF PURSUING LEGITIMATE CONCERN

The University has a grievance procedure for its administrative staff, that we agreed to with UTSA, which contains the following provision:

"The University or person(s) acting on behalf of the University shall not (1) dismiss or threaten to dismiss an employee; (2) discipline or suspend or threaten to discipline or suspend an employee; (3) impose any penalty upon an employee; or (4) intimidate or coerce an employee, because the employee has filed a grievance in compliance with this procedure or has sought the enforcement of this procedure."

The University has agreed, subject to Business Board approval, to the following extension to this provision:

"or has shared information during a grievance investigation or has appeared as a witness before the Grievance Review Panel."

18. POOR INVESTIGATIVE PRACTICES OF STAFF MEMBERS

The Provincial Anti-Harassment and Anti-Discrimination Grant will be used for training in investigations, and the University will make available the materials developed in an ongoing effort to improve these skills in administrators.

19. INITIATING MEDIATION SERVICES

The Mediation Working Group proposed, among other things, that a separate office for Mediation Services, with an estimated new base budget of \$69,000, be established. Although mediation is undoubtedly an important and appropriate means of resolving many differences in the University, the Administration does not believe that, given the University's current financial situation, there would be sufficient benefits at this time to warrant the costs involved in setting up a separate office.

20. POOR SUPERVISION OF GRADUATE STUDENTS

SGS intends to include the need for annual progress reports and procedures for continuity of supervision in its Supervisory Checklists. These recommendations will be discussed at the Executive Committees of SGS and SGS Council this fall.

21. COMPREHENSIVE EXAMINATIONS

SGS has asked Professor Heather Jackson, Associate Dean for Humanities, to chair a small ad hoc. task force that will consider the development of standards of fairness for comprehensive examinations.

22. INADEQUATE EMPLOYMENT PROVISIONS: (C) CASUAL STAFF

Casual staffing arrangements take a variety of forms. Examples include: temporary staff who replace regular staff who are sick or on leave; students who are employed at peak times, for the summer or for the academic term; people who are hired to work on projects or to deal with increases in workload; and pools of specialized staff who are needed on an occasional basis to perform a variety of duties. In our present strained financial circumstances it would seem imprudent to further constrain managers from

making temporary appointments beyond the legal requirements that govern casual staff. It is now unlikely that a uniform policy can be specified which is appropriate to all of these situations. To date, attempts to do so have failed to meet the concerns of both the Staff Association and the University's Personnel Policy Board.

Although there are no internal avenues for appeals or grievances for this group, employment conditions are established for all employees by the provincial Employment Standards Act. The Act sets specific requirements for hours of work, minimum wage, payment for public holidays, overtime pay, vacation pay, equal pay for equal work, pregnancy and parental leave, notice of termination and severance pay. Complaints that these requirements have not been met can be made through the Ministry of Labour.

The Human Resource Department and divisional personnel offices will continue to advise departments to avoid lengthy casual employment arrangements.

23. OVERTIME COMPENSATION

A proposed revised Overtime Compensation Policy will be tabled for discussion with UTSA at Liaison committee during the fall of 1995. The administration will propose that policy provisions regarding Overtime Compensation be part of a larger "Work Scheduling" policy, which is intended to cover workload and scheduling of work, in matters such as hours of work, breaks, and vacation scheduling. Discussion of this policy proposal is expected to be a major endeavour at the Liaison committee during 1995-96, and this will provide ample opportunity to explore issues raised in the Ombudsman's report.

24. CONFLICT OF INTEREST

The Provost's Office has forwarded to the CUPE local 3902 Management Board, for discussion, a recommendation that a Conflict of Interest Policy be developed for teaching assistants during the next set of negotiations. Negotiations for a new contract have recently begun and the University's negotiating team is guided by instructions from the Management Board.

25. MANAGING ORGANIZATIONAL CHANGE

The current Organizational Change Policy was jointly written by the Human Resources Department and the University of Toronto Staff Association. Both parties consulted widely with their respective constituencies prior to approval by the Business Board. One objective in replacing the previous Release for Reasons of Organizational Change Policy was to clarify what is University policy and what is advice to managers in carrying out their responsibilities under the policy. The policy now states that only policy requirements may be grieved if not met.

The Human Resources Department promotes sound management practices in implementing organizational change through a course on Managing Organizational Change and through the publication, *A Guide to Managing Organizational Change*, which has been distributed to all staff with managerial responsibilities. The Guide is currently under revision and will be redistributed shortly. Among the changes will be more advice and information on what aspects of organizational change should be done in consultation with staff and when and how to do it.

26. PAY EQUITY CLASSIFICATIONS

One effect of the legislated pay equity exercise was to make the pay range of Clerk 4s the same as that of Administrative Assistant 1s even though many in the first group reported to many in the second. Previous attempts to resolve this issue by means of discussions between the administration and the Staff Association have not been successful. In the past year, however, we have reviewed and classified all administrative staff positions as part of the employment equity program and we will use the result of this review in revising our overtime policy in consultation with the Staff Association. Revision of the categories entitled to the two forms of overtime will, we believe, go some distance to addressing the issue of the relationship between these two categories of administrative staff. In the interim, we have continued to resolve individual problems that have been raised through the personnel officers.

27. SOME ACADEMIC APPOINTMENTS NOT WELL DEFINED

The proposed policy on Research Associates and Senior Research

Associates, to be taken forward for approval this fall, contains provisions for severance. Employees in this category will be given clear contracts in their letters of appointment. The Provost's Office has recently communicated to all Principals and Deans, and to new academic administrators, the need to issue, to all categories of academic staff, appointment letters that specify duties and length of appointment.

28. SKILLS DEVELOPMENT WORKSHOPS

No action required

29. E-MAIL

We believe that no new policy development is required at this time.

A pamphlet entitled *Appropriate Use of Information Technology* is published by the Information Commons and is included in all of the E-mail startup packages distributed this fall to new users of the UTORmail and UTORdial services. The pamphlet is referred to in the UTORmail and UTORdial installation leaflets and, when activating their accounts, users must actively agree to abide by the conditions set out in *Appropriate Use of Information Technology*.

30. ERGONOMICS

The course, "Office Smarts: Ergonomics for Users of Video Display Terminals", was developed by the Office of Environmental Health and Safety specifically for the purpose of informing users of VDTs, and their supervisors, of the importance of properly designed workstations. We hope by doing so that we would ensure their commitment to providing the appropriate equipment. During 1994, a total of 82 people attended the course with approximately 25 percent of the attendees being supervisors.

The purchase of the proper equipment is a divisional responsibility and this principle was clearly stated in the recently issued Guidelines for Accommodation in Employment for Persons with Disabilities. The provision of appropriate workstations for all users of VDTs is a long term goal for which divisions should plan. The course emphasizes the importance of well-designed chairs and suggests strategies for minimizing the likelihood of repetitive strain injuries. In many cases a change in work practices such as frequent vision and posture breaks and some simple and inexpensive workstation modifications may suffice. The Office of Environmental Health and Safety maintains a selection of such equipment for testing and for short-term loan and will consult with divisions on specific problem areas. As part of the assessment, an effort is made to find and promote relatively inexpensive ergonomic improvements where feasible.

31. RE-MARKING OF TERM WORK

No action required

32. PROVISIONS IN THE UNIVERSITY INVENTIONS POLICY TO RESOLVE CLAIMS OF INVENTORSHIP

An amendment to the Inventions Policy, to address the issue of disputes, is being proposed this academic year and will be submitted to the Governing Council for approval.

33. LIBRARY BOOK RETURNS

In addition to the UTL there exist 19 departmental and divisional libraries. We would support the Ombudsman's recommendation that all libraries assess their book return procedures only if such assessment can be done easily. We see the issue of book return procedures as one for management and not for committee work. Once the Robarts Library Task Force has reported on this issue, we would suggest that other libraries look at the report to see if the return procedures suggested therein could be adopted by them if their current procedures are inadequate.

34. POST-DOCTORAL FELLOWS

Post-Doctoral Fellows, though not formally registered as students in the School of Graduate Studies, may avail themselves of the normal route for dealing with grievances: first the supervisor where appropriate; then the Chair; if the matter is not settled, the Associate Dean of SGS.



SPOTLIGHT ON RESEARCH

BUSINESS, DRUGS AND UNEMPLOYMENT

Centre helps business manage change

Assessing consumer preference and loyalty, improving marketing efforts, becoming more competitive and dealing with the advent of information technology are just a few of the crucial issues facing anyone doing business in today's economic environment.

The Canadian Centre for Marketing Information Technologies in the Faculty of Management provides business with access to state-of-the-art research and academic expertise in these and many other areas. On a consulting basis the centre does research in long- and short-term management, marketing and merchandising for a variety of firms. Its clients — many are members of the centre — include industry leaders IBM Canada, Molson Breweries, Nabisco Brands Ltd., National Grocers and Procter & Gamble.

"We are fortunate that we can draw on the expertise of a wide range of leading researchers as well as industry experts from the private sector to oversee our research work," says Inez Blackburn, the centre's managing director. "Academics provide their expertise while gaining valuable insights into current marketing business problems."

Other business and marketing areas the centre specializes in include database management, automatic inventory systems, forecasting, brand equity analysis, micromarketing and activity-based costing, the new marketing tool that has captured the attention of companies across North America. The centre also organizes conferences and presentations that allow marketing practitioners to hear from some of the world's leading academic and industry experts in marketing.



Improper use of drugs costs billions

Non-compliance and inappropriate use of prescription medications costs the Canadian health care system an estimated \$7 to \$9 billion annually, according to a study by Robert Coombs.

In a review of scientific literature prepared for the Pharmaceutical Manufacturers Association of Canada, Coombs, an associate of U of T's Centre for Health Promotion, found that the cost of prescription medication non-compliance is equivalent

to Canada's largest and most expensive disease categories such as coronary heart disease.

"The economic impact is the result of both direct costs from increased hospitalization, more medical visits and interventions and higher nursing home costs and indirect costs resulting from lost work productivity, absenteeism and premature deaths," says Coombs.

About half of all prescription drug users use their medications inappropriately or do not fill their prescriptions, he adds.

Local community thing of the past

With the reduction of social service spending in Ontario, more obligations will fall on the shoulders of relatives and neighbours. Whether these groups are able to assume new responsibilities remains to be seen, but one thing is clear, says Professor Barry Wellman of the Centre for Urban & Community Studies — in places like Toronto the traditional local community is a thing of the past.

Wellman has studied the changing nature of social support and community for 28 years. He has found that the separation of work from residential areas means people spend a great deal of their spare time at home. "Rather than being accessible to others in public places, people now overcome their isolation by getting together in each other's homes or by the telephone and electronic mail," he says in an article.

"In Toronto being within an hour's drive or the local telephone zone is more important than being within a neighbourhood's walking distance. A large minority of relationships stretch even farther than the metropolitan area. This lack of ties weakens local commitment and encourages people to leave when conditions are bad rather than staying at home to improve things."

Wellman worries that Canada will become more like the United States. Until now Canadians have been satisfied paying higher taxes — supporting poor people and people with special needs — in return for a feeling of safety and comfort. If tax cuts are the order of the day, public services will be more strained and local support groups will wither. "Fear and starvation and conflict may be where we are headed," he warns. "We may become part of the new American Civil War."

Morale low but teachers committed to students

A recent survey of community college instructors shows that virtually all teachers polled are highly motivated by seeing students learn and believe their teaching is helping students succeed.

However, 73 percent of the 333 survey respondents feel that morale in their departments is "really poor at the moment" while 72 percent

believe that the academic standards at their colleges are lower than they would like them to be.

"On the whole I found that college instructors work very hard and are strongly committed to their students," says Teresa Menzies, a PhD graduate at the Ontario Institute for Studies in Education and the study's author. "But teachers also complained about a lack of administrative support and leadership, lack of a collegial culture, overwork, insufficient professional development, low morale, dissatisfaction with academic standards and the quality of education and financial cutbacks."

In the spring of 1994 Menzies polled more than 500 college professors in three faculties — business, health and technology — at three Ontario community colleges.

Her study findings were presented this summer at a meeting of the Canadian Society for the Study of Higher Education. Menzies suggests issues such as morale and overwork need addressing if both teachers and students are to successfully meet the challenges now facing post-secondary education.

Unemployed face higher rates of death, disease

There is a strong correlation between unemployment and adverse health outcomes, according to a recent study co-authored by Professor Chandran Shah of the Department of Preventive Medicine & Biostatistics.

After reviewing published evidence of the impact of unemployment on health, Shah and colleagues reported an association between national unemployment rates and overall mortality rates as well as rates of mortality due to cardiovascular disease and suicide. Furthermore the unemployed face higher rates of overall mortality, death due to cardiovascular disease and suicide than employed people and the general population; laid-off factory workers report more symptoms and illness than those who are employed; and unemployed people are more likely than their employed counterparts to visit doctors, take medication or be admitted to a general hospital.

"While there isn't conclusive evidence that unemployment actually causes illness, the study indicated a strong association between unemployment and many adverse health outcomes. We need more research to determine the mechanisms by which unemployment, poverty and other social factors impact on the health of the population," Shah says. "Future research should also focus on the impact of unemployment on spouses and children."

For the study, researchers searched the medical database MEDLINE for relevant articles that used the terms "unemployment," "employment," "job loss," "economy" and a range of mortality and morbidity outcomes. The focus was on articles published in the 1980s and 1990s.

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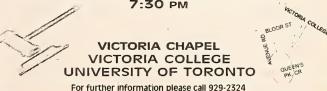


GREENSPAN ON FOUCAULT

ONE OF CANADA'S LEADING JURISTS AND TRIAL LAWYERS, EDWARD L. GREENSPAN Q.C., WILL TALK ABOUT CRIME, PUNISHMENT AND FRENCH PHILOSOPHER MICHEL FOUCAULT'S STUDY, DISCIPLINE AND PUNISH.

This event is open to the general public, free of charge.

WEDNESDAY JANUARY 24, 1996
7:30 PM



For further information please call 929-2324

EVENTS



LECTURES

Astronomy at the Ptolemaic Court.

THURSDAY, JANUARY 11
Richard Hazard, Department of Classics,
220 Galbraith Building, 6:30 p.m. Society
for the Study of Antiquities

The Byzantine Background to the First Crusade.

MONDAY, JANUARY 15

Prof. Paul Magdalino, University of St.
Andrew's and Harvard University,
Common Room, Pontifical Institute of
Medieval Studies, 59 Queen's Park Cres.
E. 4:10 p.m. *Balkan Studies and PIMs*

The Globalization and Consolidation of Banking.

WEDNESDAY, JANUARY 17

Speaker: John Heimann, Merrill Lynch, NY;
comments by Grant Reuber, Canada Deposit
Insurance Corporation, and John McCallum,
Royal Bank of Canada; Global Governance
series, Roof Salop, Plaza Hotel, 4:30 p.m.
6 p.m. Registration fee: \$40. *CIS*

An Ecclesiology for Orthodox and Radical.

WEDNESDAY, JANUARY 17

Prof. Gregory Baum, McGill University;
What's Right with the Catholic Church
series, Elliott MacGilligan Hall, 67 St.
Nicholas St. 7:15 to 9:15 p.m. *Regis*

The Program of the Palace of Assurnasirpal II at Nimrud.

WEDNESDAY, JANUARY 17

Prof. J. Russell, Columbia University;
Auditorium, Earth Sciences Centre, 8
p.m. *Canadian Society for Mesopotamian
Studies*

The Lady of the Two Lands: Queens of Egypt.

FRIDAY, JANUARY 19

Lyn Green, Royal Ontario Museum,
Basement lecture hall, McLaughlin
Planetarium, 8 p.m. *Society for the Study of
Egyptian Antiquities*

State and Provincial Governments as International Actors.

TUESDAY, JANUARY 23

Prof. Earl Fry, Brigham Young University;
Canada-US series, Combination Room,
Trinity College, 4:30 to 6 p.m. *CIS*

COLLOQUIA

The Nature of Time: An Alternative Approach.

THURSDAY, JANUARY 11
Prof. Michael Tsouli, University of
Colorado at Boulder, 179 University
College, 4 p.m. *Philosophy*

Trivial Pursuits.

THURSDAY, JANUARY 11

Prof. David May, Department of Physics,
102 McLennan Physical Laboratories,
4:10 p.m. *Physics*

Prudence, Altruism and the Child's Theory of Mind.

MONDAY, JANUARY 15

Prof. Chris Moore, Dalhousie University,
4-487 Ontario Institute for Studies in
Education, 12 noon. *Applied Cognitive
Science, OISE*

Dynamic Electron Microscopy of Reactions at Surfaces and Interfaces.

THURSDAY, JANUARY 18

Frances M. Ross, Lawrence Berkeley
National Laboratory, 102 McLennan
Physical Laboratories, 4:10 p.m. *Physics*

Rhetorical Criticism and I Peter.

FRIDAY, JANUARY 19

Prof. Philip Tite, Wilfrid Laurier
University, 123 St. George St. 1:30 p.m.
Study of Religion

Chimpanzee's Theory of Mind: Notes from New Iberia.

MONDAY, JANUARY 22

Prof. Daniel J. Povinelli, University of
Southwestern Louisiana, 4-487 Ontario
Institute for Studies in Education, 12
noon. *Applied Cognitive Science, OISE*

MEETINGS & CONFERENCES

Sustainable Transportation.

THURSDAY, JANUARY 11

Richard Gilbert, consultant in urban issues,
2093 Earth Sciences Centre, 4 p.m. *IES*

The Iron Control Problem in Hydrometallurgy and Possible Solutions.

WEDNESDAY, JANUARY 17

John Durzic, CANMET, Ottawa, 116
Walberg Building, 1:10 p.m. *Chemical
Engineering & Applied Chemistry*

Endothelium Modulation of Vascular Tone in Heart Failure.

WEDNESDAY, JANUARY 17

Prof. Christine Foster, Departments of
Medicine and Pharmacology, 4227
Medical Sciences Building, 4 p.m.
Pharmacology

Tornado Risk in Canada.

THURSDAY, JANUARY 18

David Ekin, Environmental Adaptation
Research Group, 2093 Earth Sciences
Centre, 4 p.m. *IES*

TOMATO RISK IN CANADA.

THURSDAY, JANUARY 18

David Ekin, Environmental Adaptation
Research Group, 2093 Earth Sciences
Centre, 4 p.m. *IES*

Planning & Budget Committee.

THURSDAY, JANUARY 16

Council Chamber, Simcoe Hall, 4:10 p.m.
IES

Committee on Academic Policy & Programs.

WEDNESDAY, JANUARY 17

Council Chamber, Simcoe Hall, 4:10 p.m.
IES

Business Board.

MONDAY, JANUARY 22

Council Chamber, Simcoe Hall, 5 p.m.
IES

MEETINGS & CONFERENCES

PLAYS & READINGS

Recital of student compositions. Walter
Hall, 12:10 p.m.

Faculty Artists Series.

THURSDAY, JANUARY 18

Prof. Em. Lorand Fenyes, violin, welcome
for former student Carolyn Gadie
Warner, violin and piano; guests: Stephen
Warren, violin, and James Umble, saxo-
phone. Walter Hall, 8 p.m. Tickets \$15,
students and seniors \$10.

Band Concert.

SATURDAY, JANUARY 20

With guests the Cleveland Duo,
MacMillan Theatre, 8 p.m. Tickets \$6,
students \$3.

Tuesday Noon Series.

TUESDAY, JANUARY 23

Aradia ensemble; Kevin Mallon, director,
Walter Hall, 12:10 p.m.

TRINITY COLLEGE

The Assembly of Voices.

THURSDAY, JANUARY 21

Ensemble of young professionals perform
Bach's Cantatas 161 and 106; John Tuttle,
guest conductor. Trinity College Chapel,
3 p.m. Tickets \$10, students and seniors
\$8. (416) 537-5183.

PLAYS & READINGS

Farther West.

WEDNESDAY TO SUNDAY,
JANUARY 17 TO JANUARY 28

By John Murrell; directed by Jackie
Maxwell. Graduate Centre for Study of
Drama production. Robert Gill Theatre,
Koffler Student Services Centre.
Performances at 8 p.m. except Sunday 2
p.m.; preview Jan. 16, p.m. Tickets \$10,
students and seniors \$8. Reservations: 978-
7986.

EXHIBITIONS

SCHOOL OF ARCHITECTURE &
LANDSCAPE ARCHITECTURE
Emerging Territories in
Canadian Architecture.

TO JANUARY 25

Represents the 16 proposals selected from
some 155 entries by young architects,
graduate architects and students in Canada in
a national ideas competition to represent
Canada at the International Exhibition of

DEADLINES

Architecture in Venice. SALA Gallery,
230 College St. Hours: Monday to Friday,
9 a.m. to 5 p.m.

SCARBOROUGH COLLEGE

Watersfine!

JANUARY 10 TO JANUARY 26
Michael Drew Campbell, mixed media
wall works. The Gallery, Gallery hours:
Monday to Friday, 11 a.m. to 4 p.m.

THOMAS FISHER RARE BOOK LIBRARY

Cooper & Beatty

Designers with Type.

JANUARY 15 TO APRIL 30

An exhibition of type specimen books and
examples of typographic design, mainly from
the 1950s and 1960s, by the firm of
Cooper & Beatty. Thomas Fisher Rare
Book Library. Hours: Monday to Friday,
9 a.m. to 5 p.m.



MISCELLANY

Canan is Óran Gaelic

Language and Song.

SATURDAY, JANUARY 20

Third workshop in series to promote Scots
Gaelic language and culture; sessions of
instruction in Gaéldach language and song.
Car Hall, St. Michael's College, 9 a.m. to
4 p.m. Fee \$18 per session. *Celtic Studies
and Med Ontario*

Sun Day.

TUESDAY, JANUARY 23

Find out about the latest in the World
Wide Web and Java, the new programming
language of the Internet, at Sun Microsystems
Sun Day with presentations and hands-on
demonstrations. Ground floor, Robarts Library,
9 a.m. to 5 p.m. *Information Commons*



HEADLINES

Please note that information for Events listing
must be received in writing at The Bulletin
office, 21 King's College Circle, 2nd floor, by the
following times:

Issue of January 22, for events taking place
Jan. 22 to Feb. 5; MONDAY, JANUARY 8.

Issue of February 5, for events taking place
Feb. 5 to 19; MONDAY, JANUARY 22.

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Graduate Centre for Study of Drama presents

Farther West

by John Murrell
directed by Jackie Maxwell

January 17-20, 24-27 8:00 pm
January 21, 28 2:00 pm

Admission \$10/\$8 students & seniors
Preview January 16 8:00 pm pwyc

Robert Gill Theatre
214 College Street, third floor
For reservations: 978-7986

Arts and Science Council Elections



Nominations open on Monday, January 15, for
positions on the general committee and other
committees of the Faculty of Arts and Science
Council.

Nomination forms and a list of vacancies are available
at the Office of the Dean, Office of the Faculty
Registrar, departments, offices of college registrars
and student organizations. Completed forms must
be received in the Office of the Dean no later than
4:00 p.m., Friday, January 26, in order to be valid.

CLASSIFIED

A classified ad costs \$15 for up to 35 words, and \$50 for each additional word (minimum 70). Your phone number counts as one word, but the components of your address will each be counted as one word. No charge for postal code. A cheque or money order payable to University of Toronto must accompany your ad. Ads must be submitted in writing, 10 days before *The Bulletin* publication date, to Nancy Bush, Department of Public Affairs, 21 King's College Circle, 2nd Fl., Toronto, Ontario M5S 1A1. Ads will not be accepted over the phone. To receive a telesheet and/or receipt please include a stamped self-addressed envelope. For more information please call: 978-2106.

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Admiral Read. Spacious lower-level studio apartment. Private entrance, quiet, 5 appliances. Available January 1. Parking available. \$795/month + hydro. (905) 822-4015 days.

Central, luxury, fully furnished, large condominium apartment in high-rise. Spacious, 2-bedrooms, 2 baths on suite, 6 appliances. Balcony. Opposite park. Swimming pool. Security. Parking. Prime location. 15 minutes TTC University line to U of T. Faculty or professional couple. References. \$1,250 inclusive. 250-3039.

Visitors to Toronto: why not stay in a charming 2-storey furnished apartment. Central, 2 bedrooms, 1½ bathrooms. Parking. Minimum occupancy 3 nights. Longer stays available on request. (416) 763-3899.

Bloor/Dufferin. Charming three-bedroom house, fireplace, airconditioning, laundry, big kitchen, hardwood floors and fenced yard. Can be partly furnished or unfurnished. Non-smokers. \$1,350 + utilities. Available February 1. 698-6158.

ACCOMMODATION RENTALS REQUIRED

Accommodation needed July 1/96 — June 30/97. Alberts family, non-smoker, experienced house-sitter, excellent references. Seeking clean, quiet, reasonably priced, self-contained apartment near Robarts Library. Meeting possible February 18-24, 1996. (403) 380-3957 (b); (403) 329-2364 (w).

ACCOMMODATION SHARED

Fabulous home for vegetarian non-smoker, own 4-piece bathroom, spacious bedroom with skylight & walk-out deck, air-conditioning, parking, shared living-room, fireplace, eat-in kitchen, laundry room, yard, subway. "friendly, cooperative roommates." \$500+. No pets. 469-2033, 469-4114.

ACCOMMODATION OVERSEAS

Sabbatical in Avignon. Restored ancient farmhouse on a hill overlooking Provencal valley, marvelous views; secluded hamlet, not isolated, 800 metres to village schoolhouse; 4 bedrooms, two baths (one en suite); double living-room; central heat, fully equipped, heated swimming pool (separate from house, can be closed down if needed); September 1 — June 30. \$1,475 per month (includes pool maintenance). 978-8637, 928-0122.

HOUSES & PROPERTIES FOR SALE

COLLEGE ESTATES by KANEFF located on Mississippi Road just north of the Erindale Campus offers ultra-luxury homes in a cul-de-sac community with numerous ravine locations available, from \$615,000 phone (905) 609-8000.

MISCELLANY

PERSONAL SERVICES in a caring, confidential environment. Dr. Ellen Greenberg thanks her U of T clients while she is on maternity leave.

Individual and Couple Psychotherapy. Daytime and evening hours. U of T staff extended benefits provide full coverage. Dr. Gale Bildfell, Registered Psychologist, Dr. C.M. Hincks Institute, 114 Maitland Street (Wellesley & Jarvis), 972-6789.

Violent Head, Registered Psychologist. Individual, family and group psychotherapy. Work with other cultures, women's issues, addictions, depression, etc. U of T staff health benefits cover cost. 200 St. Clair Ave. W., Suite 404, Toronto M4V 1R1. 922-7260.

Individual psychotherapy for adults. Evening hours available. Extended benefits coverage for U of T staff. Dr. Paula Gardner, Registered Psychologist, 114 Maitland Street (Wellesley and Jarvis), 469-6317.

Individual cognitive behavioural psychotherapy. Practice focusing on eating disorders, depression, anxiety and women's issues. U of T staff extended health care benefits provide full coverage. Dr. Janet Clewes, Registered Psychologist, 183 St. Clair Avenue West (St. Clair and Avenue Road), 929-3084.

Dr. Daniel Fitzgerald, Registered Psychologist. 62 Charles Street East, Toronto (near St. George campus), (416) 944-0144.

Individual & couple therapy. Brief or long-term therapy available. Special interest in women's issues. Extended health care benefits cover cost for U of T staff. Dr. Linda Winter, Registered Psychologist, 2014A Queen St. East, 691-1071.

Psychologist providing individual, group and couple therapy. Personal and relationship issues. U of T extended health plan covers psychological services. For a consultation call Dr. Heather A. White, 535-9432, 140 Albany Avenue (Bathurst/Bloor).

Editorial services. Polish your gem. Substantive editing, copy editing, rewriting, plain language editing and proofreading. Efficient, friendly service (not Miss Thistlebottom). (416) 534-2133.

Winterhill. The newly established "non-school" for children ages 3 to 9. Hands on, self-initiated learning; real life experiences; community building; personal responsibility; parental involvement. Reasonable fees. Call Kate Tenner B.A., B.Ed. 694-2747.

Attention Faculty of Medicine. Tasco Professional Microscope #851, Reg. #B1000, with cermatec eyepieces WF10. Objectives: 5x10, 10x10, 40x40, 100x1000. Consider as new in custom wood case. Phone 781-2030. Asking \$750.

Caregiver — experienced, capable, highly recommended, very good with small children. Available immediately for mornings or full-time. Call 9 to 5, 960-8030. Please leave message if no answer.

DO IT THIS YEAR! Play piano in 96! By hook or by crook — by note or by ear — with humour. Qualified teacher/performer. Your home if you wish. Glenda (416) 778-7333. Leave message.



REVIEW COMMITTEE ON HART HOUSE

An advisory committee has been struck to consider and review the work of Hart House during the first term of the current Warden (1992-1997) and since the Presidential Review of 1991.

Alan Kenigsberg (student), John Lawson (alumnus), Peggy Leatt (teaching staff), Barbara McCann (administrative staff), David Neelands (Assistant Vice-President Student Affairs, convenor), Susan Scarrow (student) and Vera Teschow (student).

Written submissions to the Review Committee should be addressed to:

Dr. David Neelands, Assistant Vice-President Student Affairs, Room 307, Koffler Student Services Centre, 214 College Street, University of Toronto

and received by January 31, 1996. Copies of the Report of the Presidential Review of 1991 are available from the Office of Student Affairs at 978-5536.



GOVERNING COUNCIL ACADEMIC BOARD ELECTION 1996 TEACHING STAFF AND LIBRARIANS

Nominations open:

January 15th, 9 a.m.

Nominations close:

January 26th, noon

Positions:

- 15 Teaching staff:
- 1 Engineering
- 4 Arts & Science
- 1 Erindale (Soc Sciences)
- 1 Scarborough (Phys/Life Sci)
- 1 Education
- 1 Information Studies
- 1 Law
- 4 Medicine
- 1 Nursing
- 1 Librarian

The Academic Board of the Governing Council includes 47 elected teaching staff, 16 of whom will be elected through this call for nominations. The Board and its Committees are responsible for all matters affecting the teaching, learning and research functions of the University, the establishment of University objectives and priorities, the development of plans and the effective use of resources in the course of these pursuits.

Information and nomination forms are available from:

Susan Girard
Chief Returning Officer
Room 106 Simcoe Hall
978-8428

The membership of the Academic Board should reflect the diversity of the University. Nominations are, therefore, encouraged of a wide variety of individuals.



GOVERNING COUNCIL ELECTION 1996

Nominations open:

January 15th, 9 a.m.

Nominations close:

January 26th, noon

Positions:

- 4 teaching staff seats (A&S Erindale; A&S Soc Sciences; Education, Grad Education, FIS, Architecture, Forestry, Law, Management, Music, Social Work)
- 4 full-time undergraduate student seats
- 2 part-time undergraduate student seats
- 2 graduate student seats

Governing Council is composed of 50 members including the President, the Chancellor, 16 government appointees, 12 teaching staff, 8 alumni, 8 students, 2 administrative staff and 2 presidential appointees. Council and its Boards are responsible for approval of such items as:

- academic and incidental fees
- establishment of new academic programs
- major admissions and awards policy
- the University's budget
- campus planning and capital projects
- personnel policies
- campus and student services

Information and nomination forms are available from:

Susan Girard
Chief Returning Officer
Room 106 Simcoe Hall
978-8428

The membership of the Governing Council should reflect the diversity of the University. Nominations are, therefore, encouraged of a wide variety of individuals.

Do you know a student who has made an outstanding contribution to the University community?

If so, you can nominate him or her for a GORDON CRESSY AWARD.

This Award, established by the University of Toronto Alumni Association, will be presented to students at a special ceremony hosted by President J. Robert S. Prichard in April 1996.

The award will recognize students with high academic standing who have made substantial extra-curricular contributions to their college, faculty or to the University of Toronto as a whole.

Nomination forms can be obtained from the Department of Alumni and Development, 21 King's College Circle, Main Reception. For more information, please call 978-4258 or 978-6536.

Deadline for nominations: Monday, January 22, 1996.



The Hannah Seminar for the History of Medicine

Spring 1996 Programme

Thursday, January 11, 1996

Professor Elizabeth Lunbeck

Princeton University

"Disordered Women: From the Hysteric to the Borderline"

Thursday, February 15, 1996

Professor Ronald Numbers

University of Wisconsin

"Making of the Medical Monopoly"

Thursday, March 7, 1996

Professor Harry M. Marks

Johns Hopkins University

"You Gotta Have Heart: Epidemiology, Evidence, and Clinical Trials at the National Heart Institute, 1950-1970"

Thursday, March 28, 1996

Professor Allan Young

McGill University

"Traumatic Memories: A Social History, 1850-1996"

**LOCATION: SEMINAR ROOM
88 COLLEGE STREET, TORONTO**

4:00 - 6:00 p.m.

Light refreshments served.

For further information, contact Prof. Edward Shorter, 978-2124

Made possible through the financial support of the Hannah Institute for the History of Medicine

GOVERNING COUNCIL ALUMNI CANDIDATES

The College of Electors invites nominations of alumni to serve on the Governing Council for three-year terms commencing July 1, 1996. In 1996, the college will elect three alumni representatives to Council.

The deadline for nominations is
4 p.m. Tuesday,
February 27,
1996.

Prospective alumni candidates should be Canadian citizens, have a commitment to the University and a knowledge of its governing structure. They should be aware of the issues facing the University, be able to assess a broad cross-section of opinions and ideas and have a proven track-record in either business or community work. They must also be able to make the commitment of time necessary to do the job.

Information about the Governing Council and nomination forms are available from:

The Secretary, College of Electors
106 Simcoe Hall
University of Toronto
Toronto, Ontario M5S 1A1
416-978-8428



THE MEMBERSHIP OF THE GOVERNING COUNCIL SHOULD REFLECT THE DIVERSITY OF THE UNIVERSITY. NOMINATIONS ARE, THEREFORE, ENCOURAGED OF A WIDE VARIETY OF INDIVIDUALS.

UNIVERSITY OF TORONTO

Parking Services

University of Toronto

Parking available for Faculty, Staff and Students throughout the campus for day or evening parking.

Ask us about our new **underground parking garage** at 107 St. George St. just south of Woodsworth College, under the new Faculty of Management and Innis College Residence.

Cash parking is also available throughout the campus.

For more information call us at 978-2336/1476 or Fax us at 978-1475.



COMMITTEES

The Bulletin regularly publishes the terms of reference and membership of committees.

The deadline for submissions is Monday, two weeks prior to publication.

REVIEW

NEW COLLEGE

Provost Add Sedra has established a committee to review New College. This review is part of the normal process of review by the Office of the Vice-President & Provost: conductors prior to the end of the term of a division head. Principal Frederick Case's term ends June 30.

Membership

Professor Derek McCammond, vice-provost (chair); Professors Joan Bradley, Faculty of Nursing; John Britton, vice-dean, School of Graduate Studies; John Browne, principal, Innis College; Eyon Dickson, Department of Political Sciences; Michael Dixon, Department

of English; Nakayuki Muiji, Department of History; and Ian Orchard, associate dean (sciences), Faculty of Arts & Science; and Shannon Persaud and Ruchi Saxena, students; Felicia Smith, alumna, and president, U of T Alumni Association; Sally Walker, registrar, New College; and Lynn Snowdon, assistant vice-provost (arts and science) (secretary).

Terms of reference

1. To examine the effectiveness of the college in relation to the University experience of its students, faculty members, staff and alumni and to evaluate its para-academic services.

provincial white paper.

3. To consider the relationship of the college to the Faculty of Arts & Science and to other divisions of the University.

4. To examine the status, quality and size of the teaching programs of the college, using information from recent reviews where available.

5. To review the effectiveness of the college's governing structure and its administrative organization.

6. To examine the effectiveness of the library and its contribution to the college's programs.

Interrelated University organizations and individuals are invited to comment by February 1. Written submissions should be addressed to Lynn Snowdon, Office of the Vice-President & Provost, room 221, Simcoe Hall.

PHD ORALS

Graduate faculty please call the PhD examinations office at 978-5258 for information regarding time and location for these listings.

MONDAY, JANUARY 8
Leilani Clark, Department of Education, "Elder's Knowledge and the Ancestry of Experience in Hawaii." Prof. G.J.S. Dei.

Ali Masoomzadah Fard, Department of Electrical & Computer Engineering, "Equalization of Indoor Wireless Channels for Noncoherent Receivers." Prof. S. Pasupathy.

TUESDAY, JANUARY 11
Navcen Bewtra, Department of Electrical & Computer Engineering, "An Investigation into the Electro-Opto-Thermal Interactions in Emerging OEICS." Prof. J.M. Xu.

FRIDAY, JANUARY 12
Robert Alan Burrow, Department of Chemistry, "Structural Studies of Transition Metal Complexes and Clusters." Prof. D.H. Farrar.

Amir Abdul Khalid, Department of Community Health, "Determinants of Strategic Alliances among Canadian Hospitals." Prof. P. Lecat.

Valerie Joyce Korinek, Department of History, "Roughing It in Suburbia: Reading *Chateaubois Magazine*." Prof. P. Rutherford.

Donald Bruce MacKay, Centre for the Study of Religion, "Ethnicity and Israelite Religion: The

Anthropology of Social Boundaries in Judges." Prof. S. Nagata and E.G. Clarke.

Uppinder Mehan, Department of English, "The Construction of Self in Selected Novels of Mulk Raj Anand, R.K. Narayan and Raja Rao." Prof. W.J. Howard.

Gad Rubin, Faculty of Law, "Parallel Importation." Prof. M.J. Trebilcock.

Farah Mahrukh Shroff, Department of Education, "New Directions in Canadian Health Policy." Prof. H. Lensky.

MONDAY, JANUARY 15
Anne Charlotte Louise Butler, Department of Education, "The Relation between Changes in Memory and the Development of a Theory of Mind." Prof. D.R. Olson.

Maria Donata Frank, Department of Chemistry, "Molecular Modelling and Chemical Sensor Response." Prof. M. Thompson.

Simon Young-suck Moon, Centre for the Study of Religion, "A Case Study in Comparative

Monasticisms: Songgwang-Sa Son/Zen Buddhist Monastery, Korea, and the Abbey of the Genesee, Cistercian Monastery, USA." Prof. C.P. Slater.

Mirella Ana Cormoto M. Cirí Walton, Department of History of Art, "Antonio Federighi — Architetto." Prof. H. Lucke.

TUESDAY, JANUARY 16
Roy James McGroarty, Department of Cellular & Molecular Pathology, "Immunogold Labelling of Interleukin 2 (IL2). Receptor Expression, Internalization and Fate on Resting, Mitogen Activated and Cultured Cells. Analysis and Clinical Relevance. A Light and Electron Microscopy Study." Prof. J.H. Hay.

WEDNESDAY, JANUARY 17
Paul Heger, Department of Near Eastern Studies, "The Development of the Incense Cult in Israel." Prof. H. Fox.

Xiaoyan Tu, Department of Computer Science, "Artificial Animals for Computer Animation: Biomechanics, Locomotion, Perception and Behaviour." Prof. D. Terzopoulos and E.L. Fiume.

THURSDAY, JANUARY 18
James Geoffrey Hewitt, Department of Education, "Progress towards a Knowledge-Building Community." Prof. M.L. Scardamalia.

Robert Peter Nissen, Department of Physics, "Effects of Air Pressure on Raindrop Size Distributions: Modelling and Field Data

Verification." Prof. R. List.

FRIDAY, JANUARY 19
Eva Frempongmaa Aboagye, Department of Education, "Student Financing Schemes in Universities in Ghana." Prof. M. Skolnik.

Jason Jeremy Sinclair Barton, Institute of Medical Science, "Motion Perception and Smooth Pursuit Eye Movements in Human Cerebral Cortex." Prof. J.A. Sharpe.

Bruce George Ferguson, Department of French Language & Literature, "Ideology in the Fantastic Narrative of Charles Nodier." Prof. O. Miller.

Amanda Leigh Gold, Department of Education, "Factors Pre and Post Adoption Associated with Attachment Relationships between International Adoptees and Their Adoptive Parents." Prof. O. Weininger.

Nicholas De Maria Harney, Department of Anthropology, "Italy Is Enough: Ethnicity, Community and Ambiguity among Italians in Toronto." Prof. W.P. Carstens.

Elisabeth Anne Heaman, Department of History, "Commercial Leviathan: Central Canadian Exhibitions at Home and Abroad

during the 19th Century." Prof. M. Bliss.

Karen Anne Jankulak, Centre for Medieval Studies, "The Cult of St. Petroc in Cornwall and Brittany c. 550-c. 1250." Prof. D. Townsend.

Valentia Man Wei Lee-Brotherton, Department of Medical Biophysics, "Cell Specificity, Toxicity and Proliferation in the Initiation of Hepatocarcinogenesis." Prof. M.C. Archer.

Marjorie Anne McCaul, Department of Education, "Exploring Number Understanding: A Case Study with Grade One Beginners." Prof. G. Hanna.

Faysal Mohamad, Department of Middle East & Islamic Studies, "Faysal ibn al-Husayn and Britain: The Uneasy Alliance." Prof. J.A. Reilly.

Philip John Smith-Evemar, Centre for the Study of Religion, "Beyond Language: Mystics and the Language Trap." Prof. D.H. Turner.

Calvin Chi-ku Yu, Department of Immunology, "Genetic Control of B Cell Differentiation." Prof. G.E. Wu.

RESEARCH NOTICES

For further information and application forms for the following agencies, please contact University of Toronto Research Services (UTRS) at 978-2163.

GENERAL

UNIVERSITY OF TORONTO

The self-funded research grant program permits a researcher to receive a research grant in lieu of salary, through a mechanism which includes peer review. For further information contact Anne Morgan at 978-7605. Deadline is February 1.

INTERNATIONAL

BRITISH COUNCIL

British Chevening scholarships is a worldwide program funded by the Foreign & Commonwealth Office offering outstanding graduate students and young professionals the opportunity to study at British universities. The British High Commission in Canada offers 15 scholarships to enable Canadians to pursue post-graduate studies in the general fields of politics, economics and science. The Hong Kong Office of Canada Chevening scholarship enables a Canadian student to follow a master's course in the field of business administration or economics. Placeur Dome Inc. Chevening scholarship enables a Canadian student to follow a master's course in the fields of engineering, geology, environmental science or other technical disciplines related to mining. Applicants should also apply as soon as possible to the British university of their choice. Deadline for applications to be received in the British Council office in Ottawa is January 31.

CANADA-EUROPEAN COMMUNITY
The Canada-European Community cooperation program in higher education and training has been established for the encouragement of joint projects

undertaken by consortia of higher education institutions and training establishments and other relevant organizations on both sides of the Atlantic. Proposals developing links between different types of higher education and training institutions are welcomed as are proposals establishing business/industry and other links through partnerships with relevant organizations. For details contact Tom Fleming at 978-1870. Deadline is January 26.

CIVIC EDUCATION PROJECT
CEP is a private voluntary organization dedicated to supporting higher education reform and democratic education in the states of central/eastern Europe and the former Soviet Union. The visiting lecture program places western-trained scholars in teaching and development positions across the region. Application packages can be obtained by calling 978-1870. Deadline is February 1.

MEDICINE & LIFE SCIENCES
ALCOHOLIC BEVERAGE MEDICAL RESEARCH FOUNDATION

The foundation encourages scientific studies on the use and prevention of misuse of alcoholic beverages and provides funding for interdisciplinary and innovative research in the biological, medical, epidemiological, behavioural and social sciences. Funding is available under research project grants, new scientist awards, project supplement grants, data analysis grants and pilot/preliminary studies. The agency permits a 15 percent indirect cost component and investigators are advised to include the full percentage in their budget allocation. Deadline is February 1.

AMERICAN FOUNDATION FOR AIDS RESEARCH

AmfAR invites pre-application letters of intent for projects in biomedical research relevant to AIDS; support is offered under the following categories: research grants; short-term scientific awards; and scholar awards. Deadline is January 23.

AMYOTROPHIC LATERAL SCLEROSIS SOCIETY OF CANADA

The society invites applications for research grants in fields relevant to the cause and a cure for amyotrophic lateral sclerosis. Deadline is January 31.

ARTHRITIS SOCIETY

The society offers a limited number of scholarships to promote research training in a basic area relating to arthritis research. Applications are encouraged from candidates planning to work in a basic science area as well as in the fields of physical therapy, exercise therapy, social work and other allied health disciplines. Deadline is February 1.

BURROUGHS WELLCOME FUND SUPPORT

Support is offered under the following: molecular pathogenic mycology awards; scholar awards; senior investigator awards; and new investigator awards. Some restrictions apply and candidates are advised to contact the Faculty of Medicine's research office and UTRS for further information as well as a possible internal deadline and review process. Agency deadline is January 15.

AGENCY CANADIAN CYSTIC FIBROSIS FOUNDATION

The foundation offers summer scholarships intended to provide support to students

engaged in summer research projects in areas of the biomedical or behavioural sciences relevant to cystic fibrosis. Deadline is February 1.

EPILEPSY CANADA

Epilepsy Canada offers a bursary to candidates who devote most of their time throughout their master's or doctorate level of studies in a research program but who have already been refused a chance at a bursary. Preference will be given to Canadian citizens or landed immigrants. Summer fellowship funding is offered to develop expertise in clinical or basic epilepsy research in either research or practice settings. Deadline is February 1.

RICK HANSEN MAN IN MOTION LEGACY FUND

The foundation supports fellowships and studentships for applicants at the master's level and applicants for postdoctoral research awards. Permanent residents of Canada and who can demonstrate a commitment to areas related to spinal cord injury. The eligible research areas are basic spinal cord injury research directed towards survival and regeneration of the spinal cord tissue or recovery of function after spinal cord injury; rehabilitation research directed towards rehabilitation from the time of injury up to and including the return to the community; and prevention research directed towards prevention of spinal cord injury. Deadline is February 1.

LEUKEMIA RESEARCH FUND OF CANADA FOUNDATION

Funding is available to support basic and clinical research in the field of leukemia and related disorders in Canada; new

investigators, together with established ones, are encouraged to submit applications. Granting programs include operating grants and fellowships. Deadline is February 1.

NATIONAL CANCER INSTITUTE OF CANADA

Training awards are offered through the following fellowships: Terry Fox junior research fellowships; Terry Fox senior research fellowships; and Terry Fox post-MD fellowship. Canadian Cancer Society research scientist award applications must be made by the host institution and not from the candidate and candidates must have a fully funded NCIC operating grant. Deadline is February 1.

UPCOMING DEADLINES

JANUARY 15
Canadian Red Cross Society — career development fellowships

Environment Canada — pre-doctoral fellowships

AES/NSERC science subvention research grants

International Development Research Centre — John G. Beng fellowship

Muscular Dystrophy Association of Canada — pre-doctoral fellowships

Ontario Thoracic Society — research grants

JANUARY 31
British School of Archaeology in Jerusalem — scholarship, travel and research grants

Ontario Ministry of Transportation — highway safety research grant program

RP Eye Research Foundation — fellowships

University of Victoria Centre for Studies in Religion & Society — visiting research fellowships

PRESERVING EQUITY

In the ongoing cost-cutting exercise, we should recognize the value of fairness

BY RONA ABRAMOVITCH

IN THE COMING MONTHS THE University will be making major decisions affecting students, staff and faculty. Hard choices have to be made to preserve the excellence of the academic enterprise and the essential functions of the institution. This means we must balance many competing principles and be very clear about our core mission and values — including the gains we have made with respect to equity and diversity issues. These gains should not be sacrificed in our struggle to preserve the University.

The diversity of the University is one of its great strengths and the University's commitment to equity and diversity is part of its commitment to excellence. We cannot attract the best possible faculty, students and staff if our practices shrink the pools from which we draw. To the extent that systemic barriers keep certain people from either getting into the system or staying in it, we seriously limit ourselves for no good reason. As soon as barriers are removed the pool of excellent people and excellent ideas increases substantially. If the University is a place where we value diversity of thought, a place where we want to encourage creative debate, then it must be a place to which all excellent people have equal access and in which there is equal opportunity.

A number of initiatives have been undertaken to improve the quality of the University. We have been attempting to increase faculty diversity not because of legislation but because we want a better institution. We have focused on career development for administrative staff not only because it makes our "employment equity" numbers look better but because we want to ensure that everyone's full potential is realized. We have attempted to diversify our curriculum not because of "political correctness" but because we want to teach the "cutting edge" of academic scholarship and have our teaching reflect the needs of our students.

But what do we do about equity and diversity issues in the context of the budget cuts we are facing? I offer a few suggestions that underlie the need for us to think twice about the impact of our decisions. Decision-makers must remain committed to fairness, equity and diversity and these issues must form part of the filter through which decisions are made and judged. At the very least when two strategies are approximately equal with respect to academic mission and cost savings, the choice should be made on the basis of least harm to equity and diversity objectives. We should never lose sight of the role equity and diversity issues play in our academic mission.

IF ONE OF OUR DECISIONS IS TO REDUCE COMPLEMENT FOR either or both academic and administrative staff, it is quite clear that early retirement will support diversity more than eliminating junior positions because junior staff are more likely to be women and visible minorities. In the case of faculty 10 percent of full-time tenure/tenure-stream full professors at the University of Toronto in 1993-94 were women as compared with 26 percent of associate and 37 percent of assistant professors. In addition women made up 43 percent of lecturers, 48 percent of instructors and 58 percent of tutors.

The nature of administrative work is likely to change. In order for staff to adjust to this situation there must be adequate chances for upgrading of skills as well as increased opportunities for career development. Women and visible minorities continue to be at the bottom of the administrative hierarchy. We should take advantage of any restructuring to improve the situation.

University employees may experience increased workloads because of downsizing and restructuring and students may be faced with larger classes and longer waiting for some services. In

this kind of environment it is important to maintain the University's commitment to deal with frustration, complaints and the potential for increased disruptive behaviour. This commitment includes both personnel and training. It should be noted that administrative staff (the majority of whom are women) are typically on the "front line" in this regard and that female faculty report experiencing higher rates of disruptive behaviour than their male counterparts. Maintaining training and orientation programs in general must be a priority. The "thinner" we are the more care we must take to ensure morale and productivity and to avoid making costly mistakes.

It should be noted that junior faculty are likely to find it especially difficult to do their jobs in the coming years. Workloads will probably increase and granting councils are reducing their level of support, so we need to ensure that junior faculty have equitable access to University resources.

INNOVATIVE ACADEMIC PROGRAMS ARE VULNERABLE TO CUTBACKS

Another response might be more part-time, stipend and sessional teaching and/or more part-time or contracted-out administrative work. To the extent that people are hired in this manner we must ensure that the principles of employment equity continue to be implemented.

We may attempt to decrease compensation levels. If this strategy is implemented we should try to provide some protection to those at the bottom of the compensation ladder, many of whom are women. If choices are made that involve unpaid vacation days, these days could be chosen to accommodate those with children. If choices are made involving "tradeoffs" between

salaries and benefits (for example, by cutting benefits instead of salaries) the differential impact of these choices on those with and without family responsibilities should be considered.

Vigilance may be required to protect innovative academic programs. In many cases courses in such programs are taught by faculty "borrowed" from particular disciplines, by junior faculty or by individuals on stipends, possibly leaving these programs and courses vulnerable to cutbacks. Also there is likely to be a tendency to preserve the "core"; it is important that this not be defined in terms of the "traditional."

Students will be affected by downsizing and restructuring in many ways. Existing cuts to social welfare spending combined with increases in tuition will make it very difficult for some of our students. Some will not have adequate means to afford a university education, others will no longer be able to afford the child care that now enables them to attend university. Graduate students may be at a double disadvantage as funding from granting councils diminishes and international students and those with family responsibilities may be particularly disadvantaged. We should increase our bursary and scholarship support and consider moving to a more needs-based system with more targeted scholarships, fellowships and bursaries.

We must also think about expanding our part-time programs so students have the flexibility to earn additional money and/or time for family responsibilities. In order to attract the best students we have to provide an education that allows for a high degree of flexibility. The expansion of part-time programs is important for all students, graduate and undergraduate as well as those attending professional faculties. Undergraduates may need more evening courses. For graduate students the University may wish to take advantage of new opportunities for "flex-time" programming. Expansion of part-time programming should be accompanied by careful thinking about the way in which student services are delivered to give all students adequate access. Also, such expansion will require careful balancing of the needs and preferences of faculty and staffs.

We pride ourselves on the diversity of our student body. It contributes to the richness of the University experience for the entire community. We must ensure that restructuring and downsizing do not lead to a decrease in student diversity due to economic hardship or changes in the programs we offer. For example, as student recruitment becomes an ever more important priority we must continue to recruit students from underrepresented groups. We must also ensure that we are recruiting them to a safe and welcoming environment, an environment that is accessible for students regardless of their income levels or special needs. Notable contributions to diversity are made by such programs as the Transitional Year Program and the pre-university program at Woodsworth College.

THE EXAMPLES PROVIDED HERE SHOW JUST SOME OF THE many ways in which the decisions we might make could affect equity and diversity issues. It is unlikely that any decision will be neutral in this regard. What is important is that we are conscious of the impact of each decision, that we do not unwittingly make decisions because we did not anticipate the consequences. We must remember that equity and diversity are fundamental aspects of academic excellence.

Professor Rona Abramovitch is Status of Women Officer and convenor of the Equity Issues Advisory Group at U of T.



MAREK CZEKIEKOWICZ